

# NHS Dental Registration Policy

Due to the high number of people wishing to receive NHS dental treatment and the very long waiting lists, we have no choice but to de-register patients who have not attended for two years or more.

In our practice, we try to remind our patients when they are due for their dental examinations via text message and email. However, we often find that many of our communications get returned as patients do not update their details with us.

## What to do to keep your registration?

Always attend any appointment booked or cancel the appointment more than 24 hours in advance.

Make sure you book your next dental examination before you leave the practice. Whether it's three, six, nine or even twelve months in advance, our reception teams will help you make your next appointment and send you reminders nearer the time as well.

## Check and update your contact details

Be sure they are correct, especially your email address and mobile phone, if you have one. If we can keep in touch with you, then we can help you keep on track, so you don't miss your appointment.

If you are caring for an older person, then help them to keep up their registration too by tracking their appointments for them.

If you have not booked an appointment, please contact us to make an appointment at your earliest convenience.

## Use it! Don't lose it!

Once you have been de-registered, you are no longer able to receive NHS treatment at our practice. If you want to receive NHS treatment again, you will need to contact the NHS and join the waiting list. As NHS waiting lists are long, it may be some time before you can join another practice. So, our recommendation is that you protect your registered status.

## Remember:

Our recommendation is that you protect your registered status by attending your appointments and booking your next appointment before you leave the practice.

Check list for staying on the NHS dental register:

- attend all your appointments or cancel well in advance.
- always book your next appointment before you leave the surgery.
- keep your contact details up to date.
- make sure you visit your dentist regularly (and don't leave it for longer than two years!).