

PRACTICE POLICY

The Dental Practice

Dr Andrew G Bennison's Dental Practice
401-405 Halliwell Road
Bolton
BL1 8DE

Dr AG Bennison | Dr J Cooper | Dr K Shanbhag | Dr S Mirza | Dr B Tol | Dr R Tippett

Dear Patient,

We would like to take this opportunity to welcome you to the Practice and explain our 'Practice Policy' to you.

1. We will endeavour to provide our best service to all customers.
2. We aim to provide a friendly environment and an efficient service to our patients.
3. To get an emergency appointment Patients must ring before 12:30pm on the day. If we are unable to offer any emergency appointments alternative emergency numbers will be given, we are only obliged to offer emergency appointments for patients currently receiving treatment at this practice.
4. Cancellations. We require a minimum of 24 hours notice for appointments of 20 minutes duration or less and 48 hours notice is required for appointments lasting for 20 minutes or over. Late cancellation will be treated as missed appointments.
5. To achieve the most efficient appointment system, we no longer continue to see patients who fail more than one appointment, or one long appointment for treatment. This assists both existing, and new patients to accessing appointments at the practice.
6. To provide a safe working environment for our dentists and staff we have a Zero Tolerance Policy at this practice to violence and aggression. Patients or (family / friends attending with the patient) who behave in an aggressive or abusive manner will not be given an appointment at this practice. Violent patients will be reported to the police.
7. All payments for treatment are payable in advance. Appointments will only be offered to patients once payment has been received in full. This applies to NHS and private patients.
8. To comply with the Data Protection Act we no longer give out any information to a third party. Anyone requesting information will be asked for personal information to verify their identity. Limited information can be given out to patients over the telephone.
9. If patients fail to contact the Practice regarding appointments, their treatment will go down as incomplete after 4 weeks. If treatment is recommenced at a later date, NHS charges will be payable again in full. This is in accordance with NHS regulations 2006.

If you require a copy of our complaints procedure, please ask at reception.

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