

NHS Policies

2-year rule

At the Ivy Dental Practice we aim to produce an efficient recall system for our National Health patients, however if you fail to respond to our letter advising you that your routine examination is due, we may only be able to keep your National Health place open for two years, this means if you fail to have an appointment at the practice within two years of your last attended appointment, we may not be able to offer you an appointment when you most need one on the NHS.

Closing courses of treatment

If you are a National Health patient and treatment is recommended to you by a dentist at the practice, an appointment must be made for this treatment to be started and completed within 2 months of the treatment being recommended to you. If the course of treatment is ongoing for a long period of time due to failed or cancelled appointments, it is the decision of the dentist to close the course of treatment. If an appointment is not made within two months, the course of treatment will be closed. If you are a paying patient the full amount for this course of treatment will be payable again when you choose to go ahead with the recommended treatment

Should you require any further information, please email the practice at ivydental@sky.com with any queries. Thank you