Ardent Sidcup DENTAL CLINIC

150 Halfway Street, Sidcup, Kent, DA15 8DG | 020 8300 8255

Appointment Management and Amendment Policy

It is the aim of this practice to provide quality dental care to our patients and to use clinical time efficiently. To achieve this aim, we have an appointment management and amendment policy.

Management of appointments

We invest in the latest technology, including modern telephone equipment and an online booking system, to allow our patients to make or reschedule appointments easily. Our appointment system supports timely access to care and treatment, allows patients to access services at a time that suits them and minimises the length of time people have to wait. Appointments can be made by accessing our online booking form at www.ardentsidcup.co.uk or by calling reception on 020 8300 8255. If you need to rearrange an appointment, please call reception.

E-mail reminders are sent to patients prior to any appointment and patients are requested to inform the practice of any changes to their contact details.

Amendment of an appointment

We will only amend a patient's appointment in unavoidable circumstances.

At the time of contact, the patient will be offered a new appointment at the earliest time available.

If the patient is unable to commit to a new appointment during that contact, we will ask them to get in touch at a later time, when we will offer them a priority appointment.

Patients are requested to give at least 48 hours' notice to amend a dental appointment. Amendments should be made by telephone on 020 8300 8255 or by email to sidcupdentalsurgery@nhs.net. Late amendments and missed appointments may represent a cost to the practice, when other patients could have been seen in the time set aside for the patient.

We do not make a charge for NHS patients for a late amendment or missed appointment. However, we reserve the right to ask a patient to find another dental practice if they continue to miss appointments.

If 2 NHS dental appointments are missed or amended with less than 48 hours' notice, we do not guarantee being able to complete a patient's NHS treatment or offer them NHS treatment in the future.

There is a fee for private dental appointments that are missed or amended with less than 48 hours' notice. The fee is based on the length of the appointment and can be found in the private fees list.