

NHS Dental Care Waiting List

We're pleased to announce that we are launching a waiting list, for all eligible NHS patients, whether you're a new patient or an existing patient that has not been seen in over 2 years

Due to ongoing high demand for NHS dental care, we are operating a trial NHS waiting list for new routine patients. This helps us manage capacity fairly and transparently.

As part of this process, we are trialling a capped NHS waiting list to help assess our ability to manage any potential increase in demand. This list will initially be limited to 100 patients, allowing us to evaluate its functionality and implications. After initial trial, we hope this can then be an option we can provide long term.

How It Works:

- The list will be capped at **100 patients**
- Patients may be added **by reception staff** via telephone request/in person
- **New NHS patients** (not seen in 2+ years or never seen before) are eligible
- Patients must not be given an estimated wait time as this can not be accurately determined.
- The **Practice website** will be **updated monthly** to indicate whether the list is **open or closed**

Protocol for Contacting Patients for Appointments

- When NHS capacity becomes available, **patients will be contacted in chronological order.**
- Patients will be **offered an available appointment slot** during the call.
- **Voicemail messages will not be left.** If the patient does not answer, we will:
 - Move on to the next patient to avoid missed booking opportunities.
 - Attempt to contact the missed patient again when further spaces become available.
- **Procedure for if a Patient Cannot Attend:**

If the patient answers the call and declines the offered appointment (e.g., due to schedule conflict), they:

 - Remain on the list in the same position.
 - Will be contacted again in future when new availability arises.
 - Patient preferences of appointment days/times can be discussed and noted, but can not be guaranteed.
- **Procedure for if a Patient Returns a Missed Call:**

If the patient calls back **after the slot is filled:**

 - They will remain on the list in their original position.

- They will be contacted again when future availability arises.
- **List Maintenance**

If you would like to be removed from the list for any reason, please contact our reception team.

Wish to be added?

If you would like to be added to this waiting list, please attend or call the surgery:

- Netherby Drive: 0191 274 7734
- Denton Road: 0191 228 0018

Our reception team will be happy to assist you.

Prefer not to wait?

If you would prefer not to wait, you may wish to consider our private dental plan, which offers faster access to appointments and additional benefits. **[Click here]** to view more details. TO PPLAN PAGE ON WEBSITE