

Parish Dental Practice Patient Deregistration Policy

1. Policy Objective: To maintain an active and up-to-date patient list, ensuring optimal use of NHS resources and facilitating timely access to dental care for all registered patients.

2. Scope: This policy applies to all patients registered at [Dental Practice Name].

3. Deregistration Criteria:

- Any patient who has not attended an appointment or interacted with the practice (either in person, via phone, or electronically) for a period of two years will be subject to deregistration from the NHS list of the practice.
- Exceptions may be made for patients who have valid reasons for their absence, such as long-term illness, living abroad for a specific period, or other extenuating circumstances.

4. Notification Process:

- Patients nearing the two-year inactivity mark will be notified via their preferred method of communication (email, postal mail, SMS) three months before the potential deregistration date.
- A reminder will be sent one month before the deregistration date.
- Patients are encouraged to book an appointment or contact the practice to remain active on the list.

5. Re-Registration: Deregistered patients may re-register with the practice subject to the usual registration procedures and availability.

6. Appeals and Complaints: Patients who believe they have been unfairly deregistered may appeal the decision by contacting the practice manager. The appeal process will be conducted in accordance with NHS guidelines and practice policies.

7. Policy Review: This policy will be reviewed annually and updated as necessary to reflect any changes in NHS guidelines or practice operations.

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Updated Yearly

