

ANGEL DENTAL CARE – Reasons for being unable to access NHS Dental Treatment



Reasons for Removal from clinic

- **Missed appointments:** Regularly missing or cancelling appointments.
- **Abusive behaviour:** Any form of abuse, including verbal or physical, is grounds for removal.
- **Non-compliance with treatment:** Refusing to follow recommended treatment plans or non-compliance with treatment.
- **Failure to pay:** Not paying for treatments without a valid reason.
- **Immediate risk to staff/patients:** If a patient's behaviour poses a direct threat.
- **Non-Engagement in recall process** – routine dental health check-up [Recall process 3 month to 24 month assessed]

Important Considerations:

- **Registration for Life:**
Unlike GPs, NHS dental registration is not permanent.
- **Regular Visits:**
Regular visits (at least once every two years) are recommended to maintain your NHS place.
- **2-Year Rule:**
If you haven't visited your dentist for a routine check-up in two years, you might be removed from the NHS list. At Angel Dental Care we operate a three-year rule. This allows for life events.

Process for Removal:

- In most cases, the patient should receive a written warning explaining the reasons for potential removal

The Reason for Removal:

- The dentist must have a legitimate reason for removal that is not based on discriminatory factor and provide written notice of the reason for removal to the patient when required.

Exceptions to the Rule:

Immediate danger:

- If a patient's behaviour poses an immediate risk, or If a patient is violent / threatening towards staff or other patients, they can be removed immediately.