

Refusing Access to Patients Policy

The practice is committed to fulfilling a duty of care to protect staff and other patients and adheres to the NHS zero tolerance policy. This policy defines the practice guidance for refusing access to patients to minimise potential risk to other patients and staff.

This policy applies to all team members, who are expected to familiarise themselves with the circumstances justifying the removal of patients from the list and appropriate procedures to follow.

In cases of:

- Unacceptable behaviour, including threatening behaviour, physical abuse, verbal abuse, race, gender or any other form of discrimination or other unreasonable behaviour
- Fraudulent or criminal behaviour, including deliberately obtaining drugs for non-medical reasons, attempting to use the dentist to conceal or aid criminal activity, stealing or damaging practice premises

You are expected to take the following actions:

- Report any incident involving violence, fraudulent or criminal behaviour to the Practice Manager [Dennie Mainwaring-Wheeler] immediately, who will decide if it has to be reported to the police in accordance with the practice policy on Zero Tolerance on Violence and Aggression (M 233-VAW)
- Dennie Mainwaring-Wheeler will ask the patient to leave the premises immediately
- The incident will be discussed at a management meeting and if a majority agreement is reached, Dennie Mainwaring-Wheeler will inform the patient verbally and in writing confirming the refusal of access and including details of the reasons

Irreconcilable differences

When the relationship between the dentist and the patient breaks down to the point where the dentist no longer feels capable of providing a quality level of patient care and feels that the patient's needs would be better served elsewhere, the following procedure is followed:

- The problem is reported to Dennie Mainwaring-Wheeler, who may consult the principal's professional indemnity organisation to confirm the actions to be taken
- Dennie Mainwaring-Wheeler will then arrange for a meeting with the patient to discuss the matter and find out how the patient views the situation
- Dennie Mainwaring-Wheeler will arrange a management meeting to discuss the problem with the aim of solving it. If it is not resolved and no other dentist at the practice is prepared to provide services to the patient, Dennie Mainwaring-Wheeler will write to the patient to inform about removal of access, and fully explaining the reasons
- For NHS patients: Local Health Board's (Scotland and Wales) contact details will be provided for obtaining an alternative dentist. The removal may be extended to a patient's family member, in which case a letter of explanation is sent to the family member

Persistent missed appointments (NHS)

When an NHS patient fails to attend an appointment or cancels without giving 24 working hours' notice, the patient can request to be sent a letter or email informing about the date of the missed appointment/s and the consequences of missing multiple appointments, including the information in the next point:

- If an NHS patient fails to attend an appointment or cancels without 24 working hours' notice two times or on their first appointment, the patient may be informed that they will no longer have

access to treatment at the practice

- The details of the missed appointment and the Local Health Board's contact details will be provided

Copies of all correspondence regarding the refusal of access are filed and retained with the patient records.

