



Top Floor, Derwent House, Wakefield Road Cockermouth CA13 0HS, 01900 824111
www.derwentdentalcare.co.uk

INFORMATION FOR NHS PATIENTS

NHS APPOINTMENT TIMES

Under the terms of our NHS contract the practice NHS appointment hours are:

MONDAY – FRIDAY: 9.00AM – 12 NOON 2.00PM – 5.00PM

EXEMPTIONS

Please bring proof of your exemption to each appointment you attend for. Failure to do so will result in us being unable to treat you under our NHS contract and you will be charged as a private patient. If you are 18 years old you do not qualify for NHS treatment.

Not all benefits entitle you to free treatment, it is your responsibility to ensure you qualify.

FAILED APPOINTMENTS

Running an efficient appointment system where patients give us notice if they are unable to attend a dental appointment, means we minimize wasted clinical time and are able to keep waiting lists down.

We can send you a text message reminder, please give us your details.

We ask for **24 HOURS NOTICE** to change, cancel or move an appointment and this gives us an opportunity to allocate the appointment to another patient.

If you fail to cancel or attend without adequate notice (as above), we will **NOT** offer you any more appointments at the practice.