



NHS and Waiting List Policy

Due to the high demand for NHS dental treatment and our limited capacity, keeping up to date with your regular dental appointments is essential in order to remain an active patient. Patients who do not attend for more than 24 months may not be automatically prioritised for NHS care in the future and may need to re-join a waiting list.

Please note that NHS patients are accepted and retained based on the practice's available capacity. When our capacity is full, we may be unable to offer NHS appointments immediately and patients may be placed on a waiting list until space becomes available.

Broadway Dental Practice recommends booking your next appointment before leaving the practice to help ensure you do not forget. We will aim to remind patients of their upcoming appointments via phone, text, or email depending on your recorded preferences.

It is also important to keep us informed if your contact details change, such as when you move house or change your phone number, so that our communications reach you.