



MACKENZIE DENTAL

Failed to Attend (FTA) Policy

Michael Kelly Dentistry

Address: 741 Clarkston Rd, Glasgow G44 3SE

Effective Date: 07-04-26

Review Date: 07-04-27

Policy Owner: Group Practice Manager

1. Purpose

To minimise missed appointments (FTAs), improve patient access to care, and ensure efficient use of clinical time and resources.

2. Definition

A Failed to Attend (FTA) is when a patient:

- Does not attend a scheduled appointment
- Cancels with insufficient notice (less than 24 hours)

3. Policy Statement

Michael Kelly Dentistry is committed to reducing FTAs through effective communication, patient engagement, and consistent management of missed appointments.

4. Responsibilities

Practice Manager

- Monitors FTA rates and trends
- Ensures policy is implemented and reviewed

Reception Team

- Maintain accurate patient contact details
- Send reminders and manage bookings appropriately



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Clinical Staff

- Record FTAs in patient notes
- Support communication with patients

5. Appointment Reminders

The practice will use SMS reminders via Systems for Dentists:

- 48 hours before appointment
- 24 hours before appointment

Patients are responsible for informing the practice if they cannot attend.

6. Contact Details

- Patients must provide a valid mobile number for reminders
- Reception staff must confirm contact details at every visit
- Missing details must be updated whenever possible

7. FTA Procedure

First Missed Appointment

- Record in patient notes
- Send follow-up message or call patient
- Rebook appointment

Second Missed Appointment

- Inform patient of impact of missed appointments
- Reinforce importance of attendance or cancellation
- Consider shorter booking intervals

Third Missed Appointment

- Review patient status
- Consider removal from routine recall list



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- Future appointments may be limited or require confirmation

8. Late Arrivals

- Patients arriving late may need to be rescheduled
- Clinical staff will assess if treatment can proceed safely

9. Cancellations

- Patients should provide at least **24 hours' notice**
- Late cancellations may be recorded as FTAs

10. Monitoring & Audit

- FTA rates monitored monthly
- Data reviewed in team meetings
- Action plans implemented to reduce rates

11. Patient Communication

Patients will be informed:

- Of their appointment details
- Of the importance of attendance
- That repeated missed appointments may affect future bookings

12. Exceptional Circumstances

- Genuine emergencies will be considered on a case-by-case basis
- Notes must be added to patient record

13. Documentation

Maintain:

- FTA records in patient notes
- SMS reminder logs



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- Audit reports

14. Review

This policy will be reviewed annually or in response to changes in practice procedures or regulations.

Signed: CMURIE

Name: Charlotte Murie

Position: Group Practice Manager

Date: 7-4-26