

Missed appointments and Cancellation Policy

It is the aim of this practice to provide quality dental care to our patients and to use clinical time effectively. To achieve this aim, we have an appointment management and cancellation policy.

Reminders

We advised patients not to rely on text reminders to remember their appointments. This is an automated service sent the day before booked appointments sometimes with less than the 24 hours' notice we require for cancellation. It is each patients responsibility to remember their own appointments, the texts we send are a courtesy reminder and cannot be replied to.

Cancellation or delay of an appointment by the practice

We will only cancel or delay a patient's appointment in unavoidable circumstances. In such cases, we will take the following steps:

- The patient will be contacted as soon as the practice is aware of the need to cancel or delay the appointment. We will explain the reason for the cancellation or delay
- At the time of contact, the patient will be offered a new appointment at the earliest time available
- If the patient is unable to commit to a new appointment during that contact, we will ask them to get in touch at a later time, when we will offer them a priority appointment

Cancellation of an appointment or missed appointment by a patient

Patients are requested to give at least 24 hours' notice to cancel a dental appointment. Cancellations should be made by telephone on: 01325 462082. Late cancellations and missed appointments may represent a cost to the practice, when other patients could have been seen in the time set aside for the patient.

We do not make a charge for NHS patients for a late cancellation or missed appointment. However, we reserve the right to ask a patient to find another dental practice if they continue to miss appointments.

If more than two NHS dental appointments are missed or cancelled with less than 24 hours' notice, we do not guarantee being able to complete a patient's NHS treatment or offer them NHS treatment in the future.

We reserve the right to apply a fee for private dental appointments that are missed or cancelled with less than 24 hours' notice. The fee is £10 per 10 minutes. (This also applies to patients paying the monthly practice plan).