

## Appointment Cancellation Policy

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

### Reminders

E-mail reminders are sent to patients at various times including 4 weeks, 5 days and then 2 days before any appointment. All appointments are endeavoured to be contacted by phone 2 days prior to their appointment to confirm attendance and patients are requested to inform the practice of any changes to their contact details.

### 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
- If the patient has a bad attendance history, this may be taken into account

### Cancellation of an appointment

Patients are requested to give at least 2 working days notice to cancel a dental appointment. Cancellations should be made by telephone on: 01959 522509.

There is a fee for private dental appointments that are missed or cancelled with less than 2 working days notice. The fee is based on the length of the appointment and can be found in the latest private fees list.

If more than two NHS dental appointments are missed or cancelled with less than 2 working days we do not guarantee being able to complete a patient's NHS treatment or offer them NHS treatment in the future.

It is our aim to telephone or write to patients after a missed appointment to understand the reason for non-attendance and to inform them about any fee or decision about their NHS dental care. We understand that cancellations are sometimes unavoidable due to illness or emergencies and we will take account of all valid circumstances.

Any appeals about missed or cancelled appointment decisions by a patient should be made verbally to the receptionists who will pass it on to the management team.

Today's Date: 03/02/2025