

Appointment Management and Cancellation Policy

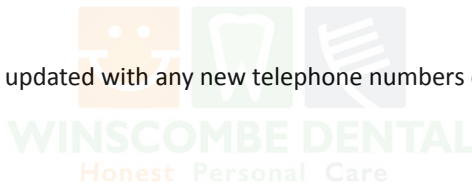
If you have to cancel your dental appointment please give at least “48 hours / Two Full Working Days” notice. If appointments are failed or cancelled with insufficient notice for a second time it will be at our discretion whether you will be seen as a patient at our practice again.

We are a busy practice and have many people waiting for urgent dental treatment. Cancellation of an appointment with less than ‘Two Full Working Days / 48 Hours’ notice usually means we are unable to re-allocate the time to other patients. This leads to lost treatment time, which along with our staffing costs and overheads still has to be funded.

We have a courtesy system reminding patients of their appointment by email which has helped many patients with their attendance. Running an efficient appointment system where patients give us notice if they are unable to attend an appointment means we minimise wasted treatment time and keep waiting lists to a minimum.

We ask for two full working days’ notice to change, cancel or move an appointment as this gives us an opportunity to re-allocate the time to another patient. If less notice is given without a valid reason, the appointment will be considered to have been broken and may incur a charge. Please note, Saturdays are not considered a working day and therefore Monday appointments should be cancelled before we close on Thursdays.

Please ensure your records are updated with any new telephone numbers or email addresses.



Email reminders

Email reminders are sent 2 working days before an appointment and patients are requested to inform the practice of any changes to their contact details. Email reminders are sent as a courtesy and not receiving a message (for example due to IT failure, change of email address etc) can’t be used as a valid exception to our cancellation policy. We also offer a paper appointment card to all patients when the appointment is made in person, in the practice.

Rescheduling or delay of appointments by the practice

We only reschedule or delay a patient’s appointment in unavoidable circumstances. Because appointments are booked so far in advance, sometimes this does occur. In such cases we will:

- Contact the patient as soon as we are aware of the need to reschedule or delay and explain the reason why.
- At the time of contact we will offer the earliest next available appointment.
- If the patient is unable to commit to an appointment at that contact, we will ask the patient to contact us and will book a new appointment at the earliest time available

Cancellation of an appointment or a missed appointment by the patient

Failure to attend is defined as:

- Not arriving for an appointment.

- Arriving late for an appointment (5 minutes late or more).
- Not giving enough notice of not being able to attend – we require 2 full working days' notice.

NHS GUIDELINES

In the case of NHS treatments we cannot compensate for the time that is lost on failed / late cancelled appointments however we have a firm policy regarding non-attendance in line with NHS regulations.

Patients who fail to attend two NHS dental appointments are unlikely to be offered any further appointments (missed appointments do not have to be consecutive).

While a dental surgery cannot charge you for failing to attend an appointment, your dental practice and NHS England has the right to ask you to find another dental surgery if you continue to miss appointments (<https://www.nhs.uk/nhs-services/dentists/what-happens-when-you-visit-the-dentist/>). By not attending, you will stop someone who really needs a dentist from being seen. This is why it is important to give as much notice as possible when cancelling an appointment.

Notification to patients by the practice for refusing to see a patient for failing appointments or cancelling late is not required.

Private and Denplan Appointments

If a patient fails to attend a Private or Denplan dental appointment with the dentist, therapist or hygienist they will be charged £1 per minute for the lost surgery time (e.g. £30 for a 30 minute appointment). In order to rebook your appointment the charge needs to be paid.

We reserve the right to ask for a deposit for private and Denplan appointments with our dentist, which will be forfeited in the event of failure to attend as outlined above. If more than 2 appointments are missed, future appointments may not be offered.