

Over the past few months, it has come to light that there have been an increasing number of failed or last minute cancelled appointments at the practice.

If you are unable to keep your appointment, please make every effort to cancel it well in advance so that it may be offered to someone else. Non-attendance and cancellations at short notice without a valid reason deprives other patients of essential medical services.

When we schedule an appointment for a patient, we are booking the surgery time off for that patient’s treatment. Failure to give the appropriate notice of cancellation will result in a Failed Appointment Fee being charged. This fee is proportionate to the length of the appointment failed and is to cover the cost of the surgery time wasted.

**CANCELLATION POLICY**

**Appointment Cancellation Policy and Fees**

It is our aim 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**

We try our best to ensure patients are sent reminders via text and email but it is ultimately the responsibility of the patient to remember their appointment. Please do not rely on these reminders as unforeseen circumstances occasionally arise whereby our text or email server is down.

**Cancellation of an appointment**

Patients are requested to give at least 24 hours’ notice to cancel a dental appointment if the appointment time is 30 minutes and under. However, when the appointment time is over 30 minutes then a 48 hours’ notice is required. Cancellations should be made by telephone on: 01925752209 and a cancellation reason should be given.

There is a fee for dental appointments that are missed or cancelled with less than the required notice. The fee is based on 50% of the appointment fee.

If more than two dental appointments are missed or cancelled with less than the required notice, we do not guarantee being able to complete a patient’s treatment or offer them 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 dental care.

Any appeals about missed or cancelled appointment decisions by a patient should be made in writing to our practice manager, Maria Arhavli.