

Failed Appointments & Cancellation Policy

At our practice, we understand that appointments are important to our patients and that occasionally circumstances can change. We aim to provide a reliable and efficient appointment service while minimising delays and making the best use of clinical time.

Our commitment to you

At our practice, we endeavour to:

- Communicate with you in a courteous, friendly and professional manner.
- Provide you with clear and comprehensive information about our services, your treatment and associated costs.
- Provide advice and treatment outside normal surgery hours where necessary.
- Refer you for further professional advice or treatment where appropriate.

Managing your appointments

We will:

- Manage our appointment system so that treatment appointments are generally booked no more than **three weeks in advance**.
- Aim to ensure that you do not have to wait more than **10 minutes** to be seen. If there is a longer delay, we will explain the reason to you.
- Provide courtesy appointment reminders where we have a valid email address or mobile telephone number.
- Monitor waiting times for both treatment and the booking of appointments.
- Give you as much notice as possible if we need to change or cancel your appointment.

Your responsibilities

To help us provide an efficient service for everyone, we ask that you:

- Participate fully in your dental treatment, including following any advice we provide regarding prevention and diet.
- Arrive on time for your appointment.
- Give us **at least 48 hours' notice** if you are unable to attend your appointment.
- Keep your contact details up to date, including your address, telephone number(s) and email address, so that we can contact you when necessary.

Short-Notice Cancellations and Failed Appointments

Appointments are reserved specifically for you. When an appointment is cancelled at short notice or missed, it can be difficult for us to offer the time to another patient.

Private appointments that are **cancelled or rearranged with less than 48 hours' notice**, or appointments that are **missed without notice**, may be subject to a cancellation charge.

Hygiene appointments

A **£45 cancellation fee** will apply to hygiene appointments that are:

- Missed without notice; or
- Cancelled or rearranged with less than 48 hours' notice.

We understand that genuine and unforeseen circumstances can sometimes occur. If you are unable to attend your appointment, please contact us as soon as possible. We will always try to accommodate your needs and, where possible, offer the appointment time to another patient.

Three-Strike Policy

To help minimise the loss of clinical time, we operate a three-strike policy for failed appointments and short-notice cancellations.

1. First failed appointment or short-notice cancellation

Following your first failed appointment or short-notice cancellation:

- We will provide a verbal reminder of this policy.
- We will also provide you with a written letter confirming the policy.

2. Second failed appointment or short-notice cancellation

If you have a second failed appointment or short-notice cancellation within the same 18-month period:

- You will receive written notification that a further failed appointment or short-notice cancellation may result in us being unable to offer you any further appointments at the practice.

3. Third failed appointment or short-notice cancellation

A third failed appointment or short-notice cancellation within the same 18-month period may result in us being unable to offer you any further appointments at the practice.

We appreciate that unexpected situations can sometimes prevent you from attending an appointment. If something happens that means you cannot attend, please contact us as soon as possible so that we are aware of the circumstances and can consider how best to assist you.

Thank You