

Failed to Attend (FTA) & Short Notice Cancellation (SNC) Policy

NHS Patients (Existing NHS Patients Only)

If you are unable to attend your dental appointment, you must provide a **minimum of 24 hours' notice** to cancel or rearrange your appointment.

If appointments are **missed or cancelled with insufficient notice on more than one occasion**, Total Dental Group reserves the right, at its discretion, to decide whether we are able to continue providing care to you as a patient.

Total Dental Group have 4 busy practices, and there are many patients waiting for urgent dental treatment. Missed appointments prevent other patients from being seen.

Appointment Reminder System

Total Dental Group operates a **courtesy appointment reminder system**, which may include SMS messages and/or telephone calls. These reminders are provided **as a courtesy only** and are **not guaranteed**.

The responsibility for attending appointments remains **entirely with the patient**.

Failure to receive a reminder, missed calls, unread texts, incorrect contact details, or technical issues **will not be accepted as a valid reason for a failed appointment or short notice cancellation**.

Patients are responsible for ensuring that their **contact details are accurate and kept up to date**. Please inform the practice immediately of any changes to your telephone number or contact information.

NHS Guidelines

While NHS dental practices cannot charge patients for failing to attend appointments, **Total Dental Group reserve the right to request that patients who repeatedly fail to attend or cancel appointments with insufficient notice seek dental care elsewhere**.

Importantly, failure to attend an appointment prevents another patient who may urgently require dental care from being seen. We therefore ask that as much notice as possible is given if you are unable to attend.

The practice is **not required to provide prior notification** if it decides to refuse further appointments due to repeated failed attendance or short notice cancellations.

Private Patients

Private patients **may be charged for missed appointments or appointments cancelled with insufficient notice**, in accordance with the terms agreed at the time of booking.