



Cancellation/Failure to Attend Policy

To manage our appointment system effectively and provide high quality service, it is important that patients attend for their appointments as planned. Every year we lose valuable surgery time because of patients failing to attend their appointments, or cancelling at short notice.

NHS Appointments

Although missed NHS appointments cannot be charged for, we have a very firm policy regarding non-attendance. Patients who fail to attend two NHS dental appointments are unlikely to be offered any further appointments at the practice.

Private Appointments

If you are a private patient of the practice, or an NHS patient who sees the hygienist on a private basis, and you are unable to keep an appointment, please let us know as soon as possible. Failure to provide us with 24 hours' advance notice or failure to present for a scheduled appointment will result in a cancellation or no show fee. This fee will equate to £40 per half hour of clinical time lost.

We do send text and email reminders out of courtesy, however it is your responsibility to turn up on time for an appointment. Failure of the telephone reminder system for any reason is not sufficient reason for failing to attend or turning up too late for treatment.

We appreciate your understanding of our late cancellation/failure to attend policy in helping to run an efficient appointment system. We will always take exceptional circumstances into account if the unforeseen happens. This will be at the discretion of the treating dentist/hygienist, Practice Principle or Practice Manager.