



Appointment Cancellation Policy

It is the aim of this practice to provide quality dental care to our patients and to use clinical time effectively. To achieve this aim, we have an appointment management and cancellation policy.

Reminders

E-mails are sent to patients at least 1 week before the appointment is due. Patients are requested to inform the practice of any changes to their contact details.

Cancellation or delay of an appointment by the practice

We will only cancel or delay a patient's appointment in unavoidable circumstances. In such cases, we will take the following steps:

- The patient will be contacted as soon as the practice is aware of the need to cancel or delay the appointment. We will explain the reason for the cancellation or delay
- At the time of contact, the patient will be offered a new appointment at the earliest time available
- If the patient is unable to commit to a new appointment during that contact, we will ask them to get in touch at a later time, when we will offer them a priority appointment

Cancellation of an appointment or missed appointment by a patient

Patients are requested to give at least 72 hours' notice to cancel a dental appointment. Cancellations should be made by telephone on: 0116 276 7760. Late cancellations and missed appointments may represent a cost to the practice, when other patients could have been seen in the time set aside for the patient.

We do not make a charge for NHS patients for a late cancellation or missed appointment. However, we reserve the right to ask a patient to find another dental practice if they miss two appointments or short notice cancel two appointments without a valid reason within a 2 year period.

If more than two NHS dental appointments are missed or cancelled with less than 72 hours' notice, we do not guarantee being able to complete a patient's NHS treatment or offer them NHS treatment in the future.

Any new patients that have joined our practice on or after 08/06/2020. we reserve the right to refuse any further dental appointments if one appointment is missed or cancelled with less than 72 hours' notice.

As a practice we have introduced plan membership, Terms and conditions are to be read and signed by each patient whom wishes to join. If a plan member gives less than 72 hours' notice to cancel an appointment or misses an appointment this will be deducted from their allocated allowance. Where any dental treatment is booked, a missed appointment fee will be applied based on the length of the appointment.

There is a fee for private dental appointments that are missed or cancelled with less than 72 hours' notice. The fee is based on the length of the appointment and can be found in the private fees list.

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 NHS dental care. We understand that cancellations are sometimes unavoidable due to illness or emergencies and we will take account of all valid circumstances.

Any appeals about missed or cancelled appointment decisions by a patient should be made in writing to the Practice Manager.