

Practice Policy on Failed Appointments and cancellations

At our practice we will endeavor to manage our appointments system to avoid delays in appointment times and minimize loss of surgery time through cancellations and failed appointments.

In our practice we

Communicate with patients in a courteous, friendly, professional manner

We make sure that patients received full information about our services, their treatment and its cost.

Provide advice and treatment outside normal surgery hours where necessary

Refer patients for further professional advice and treatment where appropriate

In our practice we

Manage our appointments system so that treatment appointments are booked no more than 6 weeks ahead

Ensure that patients should have to wait no longer that 15 minutes to be seen. Where there is a delay, we will explain the reasons.

Remind patients of their appointments by phone, email or text (as preferred) where the appointment times exceeds 45 minutes

Monitor our waiting times for (i) treatment and (ii) for booking appointments

Provide as much notice as possible when appointments have to be changed or cancelled and explain the reason.

Advise patients if there is a change of dentist.

In return, we would like you to

Participate in your dental treatment, particularly any advice about prevention and diet that we have asked you to continue at home.

Arrive on time for your appointment. Please give the practice at least 24 hours' notice if you are unable to keep your appointment. With Private and Independent patients, we may charge for missed appointments where we have not been notified. For NHS patients who miss an appointment on more than one occasion without letting us know, we may need to review future provision of treatment for you at the practice.

Advise us of any changes to your contact details (address, telephone number, email) to help us keep our records up to date and ensure that we are able to contact you.