Appointment Management and 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.

Management of appointments
We invest in the latest technology, including modern telephone equipment and an online booking system, to allow our patients to make or reschedule appointments easily. Our appointment system supports timely access to care and treatment, allows patients to access services at a time that suits them and minimises the length of time people have to wait. Appointments can be made or rescheduled by calling our reception team on **01273 525412** or by accessing our online booking form.

Reminders
E-mail and text reminders are sent to patients 3 days before any appointment and 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 put their details in our cancellation book and contact them as soon as an appointment becomes available.

Cancellation of an appointment or missed appointment by a registered patient
Patients are requested to give at least 24 hours' notice to cancel a dental appointment. Cancellations should be made by telephone on: 01273 525412. 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.

There is a fee for private dental appointments that are missed or cancelled with less than 24 hours notice. This includes arriving too late for an appointment where there is insufficient time remaining to carry out the planned treatment. The fee is based on the length of the appointment and the materials allocated to the procedure: the minimum fee is £75 per 30 minutes / £150 per 60 minutes.

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 the fee incurred.

Cancellation of an appointment or missed appointment by a new patient

New Patients are requested to give at least 24 hours' notice to cancel a dental appointment. Cancellations should be made by telephone on: 01273 525412**.**

Our policy is to take a 50% deposit when booking a new patient appointment. If this appointment is missed or cancelled after our 24 hour notice policy then the deposit is deducted from the patient. If patients would like to re book then they will need to pay another 50% deposit or pay in full to secure the appointment.

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