



Attendance & Cancellation Policy

Our goal is to provide quality dental care to all our patients in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only our providers, but our other patients as well. To keep our prices to a reasonable level it is necessary for the fixed running costs of the practice to be met. This requires the dental surgeons and hygienist to be operating in their surgeries to maximum efficiency. For this reason, we have this policy in place.

Attendance

- Patients are **obliged to contact the practice** at least once every 2 years for an exam to **maintain their registration** within the practice.
- Patients on Denplan are responsible for booking the quota on their plan within each calendar year.
- Patients who **fail to attend appointments** twice within 3 years may be removed from the practice list.
- Two **late cancellations** (less than 48 hours) are recognised as one missed appointment.
- A reminder is sent only out of courtesy when the appointment is scheduled. Not receiving a reminder is not a justification for a missed appointment.

Cancellation

When you book your appointment, you are holding a space on our calendar that is no longer available to the other patients. In order to be respectful of your fellow patients, please call the practice as soon as you know you will not be able to make your appointment.

If cancellation is necessary, we require that you call at least 48 hours in advance. Appointments are in high demand, and your advanced notice will allow another patient access to that appointment time.

If you need to cancel your appointment, please call us on **01885 482 855** between the hours of 9am – 1pm and 2pm – 5pm, **working days only**.

Unfortunately, we will not accept cancellation via email.

Fail To Attend/ Short Notice Cancellations

Fail to Attend or Short Notice Cancellation is surgery time lost and could have been filled by other attending patients who could have had their treatment sooner.

If a cancellation is made within the same treatment session as the patient is due, this will be deemed as a **Fail to Attend**.

A Fail to Attend is when a patient misses an appointment without cancelling.

We reserve the right to refuse further treatment to patients who fail to attend **two** of their appointments. This would potentially mean their removal from the practice registration list.

A cancellation is considered short when the appointment is cancelled **within 48 hours** of the appointed time.

In either case, we reserve the right to charge for every £1 per 1 minute of unfilled appointment time.

The patient may not be seen for a further appointment until any outstanding fees have been paid.

Denplan patients will have the option to pay the cancellation fee of £1 per minute or have the missed appointment deducted from their annual quota.

Approved By: Thomas Hughes

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