

Cancelled & Failed Appointments Policy

Why we have this Policy.

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

In this practice we:

- Communicate with patients in a courteous, friendly & professional manner.
- Make sure that patients receive full information about our services, their treatment and its cost.
- Ensure that patients should have to wait no longer than 15 minutes to be seen. Where there is a further delay we will explain the reasons.
- Remind patients of their appointment by text and/or email.
- Provide as much notice as possible when appointments have to be changed or cancelled and explain the reasons when possible.

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 as much notice as possible if you are unable to keep your appointment so that we may have an opportunity to fill the space.
- Advise us of any changes to your contact details (address, telephone numbers or email) to help us keep our records up to date and ensure that we are able to contact you.

“If you are unable to keep your appointment please let us know as soon as possible so that we can use the appointment for another patient.

If you miss more than 2 appointments and give insufficient notice we may not be able to complete your treatment.

We are also at liberty to charge you for the time lost. ”

“We take your dental health very seriously.”