

Missed Appointments And Late Cancellation Policies

The practice runs very full books and often patients must wait for an available appointment. Should you need to cancel, providing us with enough notice enables us to offer the slot to someone else.

What is an missed appointment – failed to attend?

A missed appointment is essentially when a patient has missed the appointment and the time slot is lost making it impossible for us to offer it to another patient.

- When a patient fails to attend the appointment all together
- When the patient attends late after the appointment time slot as passed completely
- When a patient calls to reschedule the appointment after or during the appointment time.

Please differentiate this from late cancellations – any cancellation within 24 hours of the appointment.

What is a late cancellation?

- A cancellation within 24 hours (Tuesday-Friday)
- A cancellation within 48 hours (Monday)

For private patients or private treatments a cancellation fee applies, a minimum of £20 and up to 40% of the treatment charge at the dentist discretion.

Please see our terms and conditions of booking.

NHS patients who miss their appointment/ FTA;

- No charges are applicable
- We have the right, as recognized by the NHS, to deny further NHS services (including emergencies). Extracted from NHS choices;

Your dentist should not:

charge you for missed NHS appointments; however, if you miss any, your dentist can decide not to offer you treatment in the future.

- Patients who miss 2 appointments or more are denied further NHS at our practice, they can have private care.

Private patients who miss their appointment/ FTA

- Charges should be applied with 2 FTAs or more. See above for details.