



## Cancellation Policy

It is the aim of this practice to provide quality dental care to our patients and to use clinical time effectively. To help achieve this aim, we have a cancellation policy.

### 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
- If the patient is unable to commit to a new appointment during that contact, we will ask them to get in touch at a later time, when we will offer them a priority appointment

### Cancellation of an appointment or missed appointment by a patient

- Patients are requested to give at least 24 hours' notice to cancel a dental appointment. Cancellations should be made by telephone on: 01503 262001.
- Late cancellations and missed appointments represent a cost to the practice, when other patients could have been seen in the time set aside for the patient.
- We do not make a charge for **NHS patients** for a late cancellation or missed appointment. **However, we reserve the right to ask a patient to find another dental practice if they continue to miss appointments.**
- If more than two NHS dental appointments are missed or cancelled with less than 24 hours' notice, we do not guarantee being able to complete a patient's NHS treatment or offer them NHS treatment in the future.
- **For private treatment we will request a deposit.** This will be half the cost of the surgery time, based on the anticipated treatment need. **The deposit will be kept if appointments are missed or cancelled with less than 24 hours' notice.** This will be explained at the time of booking.
- **We are encouraging all patients to pay for treatment in full before they attend.** Payment in full will include the deposit. The deposit will be deducted from the price of your treatment, or, if you cancel with adequate notice it will be refunded.
- **If you owe us or we need to provide a refund of an overpayment, we will contact you.**

It is our aim to telephone patients after a missed appointment to understand the reason for non-attendance and to inform them about any fee or decision about their NHS dental care. We understand that cancellations are sometimes unavoidable due to illness or emergencies and we will take account of all valid circumstances. Any appeals about missed or cancelled appointment decisions by a patient should be made in writing to Adam Gitlin - Practice Owner, or Emmaline Bowker-Phillips - Practice Manager.

Also due to the high number of people wishing to receive NHS dental treatment and very long waiting lists, we will remove patients who have not attended for two years or more from the NHS list. Patients must attend regularly to keep up their NHS dental registration. You will be verbally reminded at the time of your last booking when to rebook your next check up.