



HETTON DENTAL PRACTICE

FAILED APPOINTMENTS POLICY

We aim to provide all our patients with the best possible service and to achieve this we need your cooperation.

If you are unable to keep your appointment, please make every effort to cancel it well in advance so that it may be offered to someone else. Non-attendance and cancellations at short notice without a valid reason deprives other patients of our services.

Appointments are often wasted as people do not attend. These appointments could have been used by other patients.

POLICY FOR FAILURE TO ATTEND

If you do not arrive for an appointment or cancel your appointment with less than 24 hours' notice you will be recorded as failed to attend as it is not possible to fill the wasted appointment time.

FOR REGULAR ATTENDEES:

- On the first occasion, you will be contacted by telephone or letter to inform you of your missed appointment. You may be rebooked.
- On the second occasion you will be contacted by telephone or letter to inform you of your missed appointment. It is not possible to rebook your appointment until this has been discussed with the clinician concerned. For treatment appointments full payment will be taken prior to rebooking the appointment.
- If any subsequent appointments are failed within 12 months we reserve the right to refuse to treat you as an NHS patient.

FOR NEW PATIENTS:

- If you fail to attend or late cancel your initial appointment without good reason then no further appointments will be offered.
- If you fail to attend or late cancel two consecutive treatment appointments we reserve the right to refuse to treat you at our Practice and a letter will be sent to inform you of this.

FOR PRIVATE APPOINTMENTS:

- If you fail to attend a private appointment then we reserve the right to levy a charge to pay for the wasted appointment time. This must be paid in full before the appointment can be remade. You will be charged £50 for every 30 minutes of surgery time wasted.