

## Appointment Management and Cancellation Policy

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

### Management of appointments

We invest in the latest technology, to allow our patients to make or reschedule appointments easily. Our appointment system supports timely access to care and treatment, allows patients to access services at a time that suits them and minimises the length of time people have to wait. Appointments can be made or rescheduled by calling our dedicated appointments line on 01553 772008.

### Reminders

Text reminders are sent to patients 2 days before any appointment and patients are requested to inform the practice of any changes to their contact details.

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

We understand that sometimes circumstances may arise that require you to cancel or reschedule your appointment. To ensure that our schedule runs smoothly and to provide timely care for all our patients, we kindly request that you provide us with a minimum of 48 hours' notice for any cancellations or changes. Cancellations should be made by telephone on: 01553 772008

Please be aware that if you fail to give adequate notice of cancellation, this will result in a charge. The charge, in such cases, will be based on the appointment's duration and will be £25 per 15 minutes.

For hygiene appointments, if you need to cancel on the day, the day before, or miss the appointment, we apply a standard charge of £30 per 30 minutes.

We value your time and strive to offer appointment reminders as a courtesy. However, we encourage you to take responsibility for your appointments and notify us promptly if any changes occur. Keeping your contact details up to date will ensure that you receive our appointment reminders effectively.

For your convenience, we may require a deposit to secure your first appointment. Please note that if you cancel this appointment with less than 48 hours' notice or do not attend, the deposit will not be refunded.

Thank you for your understanding and cooperation in helping us maintain an efficient schedule and provide excellent care to all our patients. If you have any questions or need to make changes to your appointment, please do not hesitate to contact us.

### 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 available
- 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