

## Appointment Cancellation Policy

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

### Management of appointments

We invest in the latest technology, including modern telephone equipment and an online booking system, 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 020 8914 8226 .

### Reminders

E-mail/Text reminders are sent to patients 1-3 days before any appointment and patients are requested to inform the practice of any changes to their contact details.

### 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

### Cancellation of an appointment by a patient

Patients are requested to give at least one day's notice to cancel a dental appointment. Cancellations should be made by telephone on: 020 8914 8226.

There is a fee for private dental appointments that are missed or cancelled with less than one day's notice. The fee is based on the length of the appointment and can be found in the latest private fees list.

If more than two dental appointments are missed or cancelled with less than one day's notice within a six months period, we do not guarantee a patient's treatment completion or offer them treatment in the future.

It is our aim to telephone or write to patients after a missed appointment to understand the reason for non-attendance and to inform them about any fee or decision about their dental care.

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.



## Text/Emails Reminders

Text/emails reminders are available for all appointments. If we have your mobile phone number/email address on file, a reminder text/email can be sent to you a few days before your appointment. All text messages/emails sent by our system are logged when successfully sent. It is your responsibility to check your text messages/emails and to ensure that we are informed of any changes to your mobile phone number. We will assume that you have received your reminder if it has been logged as successfully sent.

**Please note, text messages or emails are sent out of courtesy, not necessity. It is your responsibility to turn up on time for an appointment. Failure of the text/email messaging system for any reason is not sufficient reason for failing to attend or turning up too late for treatment.**

Any appeals about missed or cancelled appointment decisions by a patient should be made in writing to the practice manager, Sony Rana.

