

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. Approximately 200 appointments per month at this clinic alone are being wasted. These appointments could have been used by other patients.

POLICY FOR FAILURE TO ATTEND

The policy is present on our website, in the practice automated email reply and in both appointment confirmation and appointment reminders in both text and email formats.

After 3 failures to attend or short-notice cancellations (within 24hours), we will advise you that we will **no longer be able to treat you as an NHS patient.**

For new patients who have yet to have been formally registered having completed their first examination, you will only be able to **book one more new patient examination** should you fail to attend or cancel at short notice your initial appointment. After this you will not be eligible to register at the practice as an NHS patient.

For those under 16 who are not brought to the practice by their responsible parent/legal guardian, as recommended by their healthcare professional, please note that repeated failure to attend scheduled appointments can prompt us to having to **directly contact local support services in the interest of the patient.**

To avoid having a failure to attend on your record, please ensure that you cancel your appointment a minimum of 24 hours before the appointment time (48 hours for hygienist). Anything cancelled after this time could count as a failed appointment.

Please note that for private treatments including hygienist appointments fees are liable to be deducted for the loss of time allocated. This is calculated either as a determined value based on the treatment you are having or as a minimum of £40 per 30 minutes booked plus any labwork charges incurred that are no longer able to be utilised due to the absence.