



Our Cancellation and 'Failed to Attend' Policy

As a busy practice, we try our best to accommodate the appointment needs of our patients, and make every possible effort to keep on time for appointments scheduled. We automatically provide a text and email messaging service to remind patients of their appointments. If your appointment time becomes inconvenient for you, we are always happy to change it and appreciate as much notice as possible. A minimum of two business days notice allows us to schedule in a patient who may be in urgent need of our care.

As we are sure you will understand, missed appointments and late cancellations represent a cost to the practice, and to other patients who could have been seen in the time set aside for you.

In line with most other practices, we regret that failure to provide us with 24 hours advance notice or failure to attend a scheduled appointment will result in a cancellation or 'failed to attend' charge.

On your first missed appointment or late cancellation we will waive our charge. If you miss a second appointment within a two year period we have the right to charge £25 per 20 minute appointment missed, £35 for a 30 minute appointment and £50 for a 40 minute appointment.

Whilst these charges go nowhere near covering the cost of the lost clinical time, it will allow a contribution to our overheads thus helping to prevent raising our prices unnecessarily.

If subsequent appointments are missed, we reserve the right to charge the full cost of the appointment and potentially offer no further appointments at our practice. Further appointments can only be bookable on agreement and after settlement of your account and, full payment made in advance for all future appointments.

We totally understand that sometimes cancellations can not be helped due to unexpected illness or emergency and we will take all valid circumstances into account.

Our goal in communicating our cancellation and 'failed to attend' policy is to avoid any extra charges being passed on to our patients.

We thank you for your cooperation and understanding.

A notice to new patients with hygienist appointments

Newly registered patients attending the practice to see the hygienist will be asked to pay for the value of their appointment on booking.

Version No	BPDP/Can/V2
Date of Issue	MAY 2017
Date of Review	SEPT 2017
Next Review	MAY 2018
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