



## **Appointment Cancellation**

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

Patients are requested to give at least 48 hours' notice to cancel a orthodontic/dental appointment. Cancellations should be made by telephone on 01438 765390. Late cancellations and missed appointments may represent a cost to the practice, when other patients could have been seen in the time set aside for the patient. We do not charge for NHS patients for a late cancellation or missed appointment. However, if more than two NHS orthodontic appointments are missed or cancelled with less than 48 hours' notice, we do not guarantee being able to complete a patient's NHS treatment or offer them NHS treatment in the future.

There is a fee for private dental and hygiene appointments that are missed or cancelled with less than 48hours' notice. The fee is based on the length of the appointment and can be found in the private fees list. 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 understand that cancellations are sometimes unavoidable due to illness or emergencies, and we will take account of all valid circumstances. Any appeals about missed or cancelled appointment decisions by a patient should be made in writing to the Practice Manager, Sarah Hepburn.