

The Dental Surgery

Missed appointments policy

We endeavour to manage our appointments system to avoid delays in appointment times and minimise loss of surgery time through cancellations and failed appointments.

Practice appointment system

- We encourage our patients to book their next examination recall appointment when they attend the practice to avoid unnecessary delay
- We manage our appointments so that treatment appointments are booked no more than 6-8 weeks ahead
- We try not to keep you waiting and to see you within 10 minutes of your appointment time. Where there is a delay, we try to explain the reasons.
- Where possible, we will remind you of the day and time of your appointment by text/email
- We monitor our waiting times for (i) treatment and (ii) for booking appointments
- If we need to change or cancel an appointment, we will give you as much notice as possible, and explain the reasons
- We will try to let you know if there is a change in the dentist that you will see, and explain the reason for the change

We ask that you

- Participate in your dental treatment, particularly any advice about prevention and diet that we have asked you to continue at home
- Arrive on time for your appointment
- Let us know if you are unable to keep your appointment; please give at least 24 hours' notice. *we may charge for private appointments missed without notification*
- For NHS patients *If you miss an appointment on more than one occasion consecutively without letting us know or within a 12-month period, we may need to review future provision of treatment for you at the practice*
- Tell us if your contact details (address, telephone numbers, email) change so that we can keep our records up to date and ensure that we are able to contact you

We are a busy practice and have many patients who would like to be seen here. Missed appointments waste surgery time that could be used by others. Patients have the right to cancel or re-arrange appointments but if you are not able to attend for an appointment, we ask that you let us know as early as possible and with a minimum of 24 hours' notice. To cancel or rearrange your appointment please contact the practice on 02920 229877

Please be aware that if you arrive late for an appointment treatment may be refused and the appointment re arranged for a later date.