# Failed to attend / Short notice cancellation policy:

It is inevitable that sometimes you may need to cancel or rearrange your dental appointments. We ask all patients to give **at least 24 hours notice** when cancelling an appointment so we have the opportunity to offer it to someone else, although we do understand that during an emergency this is not always possible. **Non-attendance and cancellations** at short notice without a valid reason deprive other patients of our services.

In **2023 we lost 143 hours** (approximately **18 days**) of patients not attending.

In **2023 our service was affected by 298 hours** (approximately **37 days**) of cancellations within 24 hours.

In **2024 we lost 123 hours** (approximately **15 days**) of patients not attending.

In **2024 our service was affected by 266 hours** (approximately **33 days**) of cancellations within 24 hours.

Cancellations within 24 hours are very difficult to fill. These appointments could have been used by other patients.

Due to demand, if you fail to attend a new NHS appointment, the practice will not be able to offer any further NHS appointments. This also applies to new NHS patients missing their NHS treatment appointments. For regular patients, if you do not attend or short notice cancel two appointments, you will no longer be offered further NHS appointments. Appointments will be offered on a private basis and a minimum deposit will be required before booking the appointment (depending on the treatment).

If a private patient fails to attend, we reserve the right to charge £50+ for every 30 minutes of appointment time missed.

All of the above also applies to those who arrive late for their treatment and we do not have time to see them to complete what is required.

Patients who wish to cancel dental appointments must do so a minimum of **24 hours in advance** of their scheduled appointment.  This can be done via telephone or email

Last update MR January 2025