

CANCELLATION OF APPOINTMENTS & FAILURE TO ATTEND (FTA) POLICY

- As a business we are always trying to reduce the number of failed appointments and late cancellations as they are a costly waste of our dentists' time and our resources.
- We always give our patients an appointment card and manpower permitting we will telephone with an appointment reminder. We also use a text message reminder system and if you have not already done so, please notify reception of your up to date mobile telephone number.
- If you need to cancel an appointment, you are asked to give us **at least 24 hours notice**. Messages can be left with our answering service if you are not able to get through or the practice is closed.
- Patients who fail to attend for an appointment or cancel at short notice will be charged for the unused surgery time.

The rate is £2.00 per minute of unused surgery time

- We do not charge for the first missed appointment as we realize events can occur beyond your control, however any subsequent missed appointments will incur a charge as detailed above.
- We do charge for all missed treatment appointments.
- We always try to fill any appointment space generated from short notice cancellations but it is not always possible and patients will then be charged for the unused surgery time as detailed above.
- It is always worth contacting the practice if you are running late or remember about your appointment at the last minute as the dentist may have a patient in the chair requiring further treatment and if we are able to utilise your appointment space you will not incur a charge.