



## **Appointment Cancellation Policy**

It is the aim of this practice to provide quality dental care to our patients on schedule and to use clinical time effectively. To achieve this aim, we have an appointment cancellation policy.

### **Cancellation of an appointment**

Patients are requested to give at least 24 hours notice to cancel a dental appointment. Cancellations should be made by telephone on: 01702 553535

There is a fee for private dental appointments that are missed or cancelled with less than 24 hours notice. The fee is based on the length of the appointment and can be found in the latest 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.

Any appeals about missed or cancelled appointment decisions by a patient should be made in writing to the practice manager,