

Cancellation / Missed Appointment Policy

On average, Dental Care loses at least 3 hours surgery time per week through missed or short notice cancelled appointments. This severely impacts on our provision of care to patients who need our services.

Please take the time to cancel any appointment you will not be able to attend as soon as you can, **preferably 24 hours prior to the appointment time**; by contacting us on 01429 234144. There is an answer phone if the surgery is closed.

If you let us have your mobile number, we can text you to remind you about your appointments.

Dental Care monitors patients who persistently miss appointments or fail to give sufficient notice that they cannot attend.

Removing a patient from our registered list is always a last resort, but we have to take the matter of wasted appointments seriously as it is a strain on our resources and affects the level of service we are able to give to other patients.



Any patient who has MISSED 3 APPOINTMENTS IN A 12 MONTH PERIOD, or who CANCELS 3 APPOINTMENTS WITH LESS THAN 24 HOURS NOTICE IN 12 MONTHS, will be asked to find an alternative NHS Dentist.

PLEASE WORK WITH US TO REDUCE WASTED APPOINTMENTS.

Patients who are unhappy with the decision of the Dentist can make a complaint through the practice complaints procedure if they wish to pursue this further.