

BROKEN/MISSED APPOINTMENT POLICY

Missed or broken appointments are the single biggest cause of extended waiting times. The quicker a dental problem, like tooth decay, is dealt with, the better the outcome of the treatment is likely to be.

Lengthy waiting list times to get to see your dentist for any treatment can affect treatment outcomes. As such, we have worked very hard to shorten waiting times and we want to shorten them further.

In order to lessen the number of broken appointments, the way in which we organise our 6 monthly check-up examination appointments has been changed.

This has led to decreased waiting times for treatment across the practice, however, broken appointments still cause a large problem.

We now feel that we have to enforce a Broken Appointment Fee system, where a fee will be levied for any appointment that is missed or cancelled with less than 24hrs notice.

The fee will be based on an hourly rate of £30 per hour, thereby, a 10 minute appointment will be charged at £5, a 20 minute at £10 and so on. There will be a maximum single charge of £30.

Continued failure to attend appointments will result in deregistration from this practice.

Following failure to attend an appointment you will be informed in writing of this failure and of any charged levied.

This will hopefully act as an incentive to patients to keep their appointments or cancel them in good time.

This policy relates to all patients of this practice including children and those exempt from paying NHS dental fees.