

BROKEN / MISSED APPOINTMENT POLICY

Missed or broken appointments are the single biggest cause of extended waiting times within the practice.

The earlier a dental problem, such as tooth decay is addressed, the better the likely treatment outcome. Long waiting times to see a dentist can negatively affect patient care. We have worked hard to reduce waiting times and aim to improve them further.

To reduce missed appointments, the practice operates a Broken Appointment Fee for any appointment that is missed or cancelled with less than 24 hours' notice

Fees are charged at a rate of £30 per hour, calculated according to the length of the appointment (for example, a 10-minute appointment will be charged £5, a 20-minute appointment £10, and so on).

Following a failure to attend, patients will be notified in writing of the missed appointment and of any fee charged. Repeated failures to attend will lead to deregistration without further warning.

This policy is intended to encourage patients to attend appointments as booked or to cancel in sufficient time so appointments can be offered to other patients.

This policy applies to all registered patients of the practice