

## Failed to Attend / Late Cancellation Policy

We aim to treat all of patients fairly and impartially at all times. Patients who fail to attend for their appointments or who cancel appointments with insufficient notice waste surgery time that could be used for other patients.

Policy for Patients under 18 years of age or Patients who are being seen under NHS regulations. Under NHS regulations, we are unable to charge NHS patients who fail to attend for their appointments or who cancel without sufficient notice. The following policy will apply for NHS Patients: A patient who fails to attend (or cancels at short notice) their NHS appointment but who has not missed (or cancelled at short notice) a previous appointment within the past 1 year will be sent a letter including this policy and warning them that we will not see them on the NHS if they fail or cancel.

Late Cancellation Policy short notice again. In the event that a further appointment is missed/cancelled, we will withdraw the offer of NHS treatment at this practice. Should they wish to remain a patient here, they will need to register here on a private basis. Patients who miss 2 appointments in one year period will not be offered NHS care at the practice - if they wish to continue to be seen at the practice they will be seen on a private basis.

This policy does not affect your ability to seek NHS care at other NHS practices.

Reminders- Text reminders and email reminders are available for all appointments on request. If we have your e-mail address on file, a reminder e-mail will be sent to you 1 week and another 3 days before your appointment. All Text messages and e-mails sent by our system are logged when successfully sent - it is your responsibility to check your e-mails regularly and to ensure that we are informed of any changes to your e-mail address. We will assume that you have received your reminder if it has been logged as successfully sent.

Postal reminders are sent on request for review appointments that are made more than 3 months in advance. We regret that, due to the increasing costs of postage and staff, we are unable to send postal reminders for every appointment or appointments made within 3 months. Should a patient fail to attend 2 appointments or provide less than 24 hours notice of intent to cancel, this practice can refuse to provide any further treatment. Patients that fail to attend private treatment appointments will be charged at the rates on the private fee list.

To avoid the costs of failed or (late) cancelled appointments being passed onto the rest of our patients, we will charge for un-used time where a patient fails to attend or cancels without

reasonable notice. Failing to attend for appointments will result in charges of £1.50 per minute being made for the lost appointment time. Late cancellation charges will apply if an appointment is cancelled within 1 working day and we are unable to fill the time. In the event that some or all of the cancelled surgery time is used by another patient, cancellation charges will be reduced pro-rata.

Cancellation charges will be made at a rate of £1.50 per minute. Patients who are unable to make their appointment because of illness should, where possible, contact the practice as soon as they are aware that they cannot attend. If you are unsure whether you can make it to an appointment, please contact us early to discuss the matter rather than leaving it to the last minute. Failing to notify us before the appointment time will usually result in a failure to attend charge being made unless there are exceptional circumstances.

Practice in the Park  
 Dental Surgery

