

# Failure to attend/Late cancellation policy

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Valuable time is lost when patients fail to attend appointment or cancel with short notice. This makes our waiting lists longer and reduces our ability to take on more patients who need care.

## **NHS Patients**

**1st failure to attend:** A patient who fails to attend an appointment or cancels with short notice (less than 24 hours notice) will be advised of the appointment missed either by telephone or email at point of booking the next appointment, and will be warned that we may choose to withdraw the offer of NHS treatment at this practice (as per Dental Service Regulations 2005, Schedule 3 Part 1 (5)). They will be provided with an opportunity to rebook.

**2nd failure to attend:** If further appointments are missed or late cancelled within a 2 year period, we may withdraw the offer of NHS treatment at this practice. Should the patient wish to remain at this practice if NHS entitlement is withdrawn, they will have to come on a private basis.

This is in line with NHS guidance which states 'Your dentist can terminate your treatment if you miss your appointment without letting the dental practice know. You may then need to pay again for a new course of treatment. While surgeries can't charge you for not turning up, NHS England has the right to ask you to find another dental practice if you continue to miss appointments'.

**Please note:** if a patient turns up late to an appointment so that treatment cannot be carried out, this will be recorded as failing to attend.

The practice reserves the right to double book persistent non-attendance patients. The patient will be advised they are being double booked and will have to wait until the dentist is in a position to see them as the double booking would be done on the assumption the patient may fail to attend.

This policy does not affect your ability to seek NHS care at another practice.

Discretion may be used (but is not guaranteed) if there is an appropriate reason for non-attendance and exceptional circumstances.

## **Private Patients**

Failing to attend an appointment or cancelling with less than 24 hours notice will result in a £30 charge.

Discretion may be used (but is not guaranteed) if there is an appropriate reason for non-attendance and exceptional circumstances.

## **Reminders**

We may remind patients of appointments, especially longer treatment appointments. Please note, reminders are provided out of courtesy, not necessity and is therefore the patient's responsibility to attend on time for an appointment. **Failure to not receive a reminder is not sufficient reason for non-attendance.**