

# Cancellation Policy

It is the aim of this practice to provide quality dental care to our patients and to use clinical time effectively. To achieve this aim, we have an appointment management and cancellation policy.

## **Management of appointments**

We invest in the latest technology, including modern telephone equipment to allow our patients to make or reschedule appointments easily. Our appointment system supports timely access to care and treatment, allows patients to access services at a time that suits them and minimises the length of time people have to wait. Appointments can be made or rescheduled by calling our dedicated appointments line on 01344 291744 or by emailing us at [info@sunninghilldental.co.uk](mailto:info@sunninghilldental.co.uk).

## **Reminders**

Courtesy reminders are sent to patients up to 2 weeks before any appointment and patients are requested to inform the practice of any changes to their contact details.

## **Cancellation of an appointment or missed appointment by a patient**

Patients are requested to give at least 48 hours' notice to cancel a dental appointment. Cancellations should be made by telephone on 01344 291744 or via email at [info@sunninghilldental.co.uk](mailto:info@sunninghilldental.co.uk). Late cancellations and missed appointments may represent a cost to the practice, when other patients could have been seen in the time set aside for the patient.

We do not charge NHS patients for a late cancellation or missed appointment. However, we reserve the right to ask a patient to find another dental practice if they continue to miss appointments.

If more than two NHS dental appointments are missed or cancelled with less than 48 hours' notice, we do not guarantee being able to complete a patient's NHS treatment or offer them NHS treatments in the future.

There is a fee for private dental appointments that are missed or cancelled with less than 48 hours' notice. The fee is based on the length of the appointment and will be minimum £1 per minute of missed appointment time or up to 50% of the treatment cost. We may ask patients with multiple missed or cancelled appointments to pay for their treatment cost in advance.

It is our aim to telephone or write to patients after a missed appointment to understand the reason for non-attendance and to inform them about any fee or decision about their NHS dental care. We understand that cancellations are sometimes unavoidable due to illness or emergencies and we will take account of all valid circumstances.

Any appeals about missed or cancelled appointment decisions by a patient should be made in writing to the Practice Manager, Cecilia Block.