



# Appointments Policy

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## **Appointments**

All appointments are offered on a first-come first-served basis. Appointments may be prioritised for certain patient groups e.g. for children during school holidays and after 3.30 during term time.

We make every effort to see patients on time and certainly within 15 minutes of the appointment time. If the dentist is running late, patients will be offered a chance to re-book their appointment as a priority. Patients may have to be rebooked if they arrive 10 minutes or more after their appointment time.

In order to utilise our time best, we may occasionally have appointments available at short notice. Please let us know if you are able to attend at short notice.

## **Cancellations and charges**

We may need to phone you to cancel or amend your appointment. Please ensure that we have your up-to-date mobile, email address or telephone number. Please tell us if you would like SMS text message or email reminders.

Appointment reminders are a courtesy service we offer but we do expect patients to keep note of their appointments in an alternative way as well.

Cancellations must be made with a minimum of 24 hours notice if possible. All cancellations made within the same treatment session will be classed as "failed to attend".

There are no charges for failed appointments for NHS treatment.

We reserve the right to refuse further treatment to patients who fail to attend any NHS appointment.