



Appointment Management and 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 01603 865666 or emailing Reception@taverhamdental.co.uk

Reminders

Text reminders are sent to patients 1 on the booking of any appointment and patients are requested to inform the practice of any changes to their contact details. Please be aware that this is an automated service and would not recommend patients to solely rely on this form of reminder.

Cancellation or delay of an appointment by the practice

We will only cancel or delay a patient's appointment in unavoidable circumstances. In such cases, we will take the following steps:

- The patient will be contacted as soon as the practice is aware of the need to cancel or delay the appointment. We will explain the reason for the cancellation or delay
- At the time of contact, the patient will be offered a new appointment at the earliest time available
- If the patient is unable to commit to a new appointment during that contact, we will ask them to get in touch at a later time, when we will offer them a priority appointment
- If you are a practice plan patient and your appointment is cancelled by us and you are near the end of your payment year, your appointment can be carried over.
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Cancellation of an appointment or missed appointment by a patient

Patients are requested to give at least 24 hours' notice to cancel a dental appointment, this excludes weekends. Cancellations over the weekend for a Monday appointment can be done via email or voicemail. Cancellations should be made by telephone at: 01603 865666 for any other appointment day. 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 make a charge for Practice Plan patients for late cancellations or missed examinations. However, you will not be entitled to bring your next check up forward. If you require an addition check up, this will be chargeable. Any other missed appointment both practice plan and private, will be subject to a missed appointment fee of £100 for every 30 minutes missed e.g 1-hour appointment = £200 missed appointment fee.

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.

Practice plan appointments that are missed or not booked within their payment year cannot be carried forward to the following year, nor will a refund be issued for the unbooked/ unattended appointments allocated in your plan.

Hygienist Appointments

Any private appointment booked with the hygienist that is cancelled at short notice (24 hours or less) or



missed, is subject to a 50% charge of the appointment fee.

Any appeals about a patient's missed or cancelled appointment decisions should be made in writing to the Practice Manager, [Leah Seaton].

