

Late attendance, Cancellation and Failure to Attend Policy

Arriving late, cancellations at short notice and non-attendance without a valid reason denies patients of essential dental care and treatment and causes considerable inconvenience to the practice. To help to reduce possible fee increases and decrease waiting times for appointments, we have a late attendance, cancellation and failure to attend policy:

- **Required notice:** We respectfully ask for at least **2 working days' notice** to cancel an appointment. An appointment cancelled with less than this notice will be considered as a 'failed to attend appointment'.
- **Repeated late attendance, failure to attend appointments or cancellations:**
 - We reserve the right to de-register or refuse further treatment to patients who have two consecutive late cancellations, who fail to attend two consecutive appointments, or who show a pattern of repeated late attendance, failed appointments or late cancellations.
 - If you arrive late, we may need to adapt the planned treatment to reflect the time remaining within your appointment slot, or we may need to re-schedule your appointment. This is so that we have the proper amount of time to perform your treatment and to avoid running late for subsequent patients.
- **Extenuating circumstances:** We understand that occasionally lateness and cancellations are unavoidable due to illness or unforeseen emergencies and will of course take account of all individual circumstances.
- **Fees:** In the event of a cancellation, we will endeavour to fill the time allocated to you with another patient. We reserve the right to charge for any time subsequently lost as a result of a late cancellation or failure to attend. Such appointments will be charged at the rate of £2 per minute of surgery time lost (ie. £120 per hour). It may also mean that your deposit/pre-payment is not refunded.
- **Appeals** for missed or cancelled appointment decisions can be made by writing to Dr Judith Townshend by email: info@91dentalcare.co.uk or in writing to 91 Dental Care, 91 High Street, Mold, Flintshire CH7 1BQ.

Appointment Reminders

- We endeavour to send appointment reminders approximately 3 to 5 days before an appointment. However, these reminders are sent as a courtesy and should not be relied upon in their entirety - the responsibility to attend an appointment still rests with the individual patient irrespective of whether a reminder is received or not.
- Please inform the practice of any changes to your contact details as soon as possible so that any reminders are sent to the correct address/email/phone number.

Reviewed 24.1.25. Next review 24.1.26