



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 appointment management and cancellation policy.

Management of appointments

Our appointment system supports timely access to care and treatment, allows patients to access services at a time that suits them and minimizes the length of time people have to wait.

Appointments can be made or rescheduled by calling our reception line on 01273-842987.

As with all medical facilities, we aim to see our patients on time but due to the nature of health care, this is not always possible. If a patient is late for their appointment, we may not be able to carry out the treatment.

Reminders

Email/Text reminders are sent to patients for all appointments and patients are requested to inform the practice of any changes to their contact details. It is your responsibility to check your correspondence and any failure of the reminder delivery system is not a sufficient reason for missed appointments. Please note that our reminders are sent out of courtesy.

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

Cancellation of an appointment or missed appointment by a patient

Patients are requested to give at least 24hours' notice to cancel a dental appointment. Late cancellations and missed appointments represent a cost to the practice when other patients could

have seen in the time set aside for the patient.

We do not make a charge for NHS patients for 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 24 hours' notice, we do not guarantee to be able to complete a patient's NHS treatment or offer them NHS treatment in the future.

Missed appointment charges and late cancellation charges

There is a fee for private dental appointments that are missed or cancelled with less than 24 hours' notice. The fee is based on the length/types of the appointment (£2 per minute for dentist/ £35 for 30mins appointment slot for hygienist)

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 Practice manager, Kanae Croft.

Approved By: Dr Saad Boji, Plamena Koutzarova, Kanae Croft
Date Published: 13/07/2026