

Failed to Attend (FTA) / Short Notice Cancellation and Payment Policy

Our practice strives to provide high-quality dental care and ensure the effective use of clinical time. To support this goal, we have implemented the following policy regarding appointment cancellations and missed appointments.

General Policy

Patients are required to provide at least **48 hours' notice** to cancel a dental appointment.

- **How to Cancel:**
 - Call us at **01753 543742**
 - Reply to the reminder SMS with the word '**NO**'

NHS Appointments

- **Missed or Late Cancellations:**

If **two or more NHS appointments** are missed or cancelled with less than 48 hours' notice within a 24-month period:

 1. We may be unable to complete your NHS treatment, and additional charges could apply.
 2. Patients may lose their entitlement to NHS dental care at our practice.
- **Options After Removal from NHS List:**

Patients may choose to remain with the practice as a **Private Patient** or join our membership scheme (**Privilege Plan**).
- **Reminder Service:**

While we strive to remind patients of their scheduled appointments, it remains the **patient's responsibility** to attend.

Private Appointments

- **Payment Policy:**
 - Full payment is required at the time of booking for all Private and Hygiene appointments.
 - Deposits will be taken for Private dental treatments.
- **Missed or Late Cancellations:**

Appointments missed or cancelled with less than 48 hours' notice will be **charged in full**.
- **Refunds and Credit:**

Payments are **non-refundable**, but cancellations made in advance will remain as credit on the patient's account.

Appeals Process

Patients may appeal decisions regarding missed or cancelled appointments by submitting a written request via email or letter to the **Practice Manager** for review.

By adhering to this policy, we aim to ensure fairness and continuity of care for all our patients. Thank you for your understanding and cooperation.

Next Review date October 2024