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| **Timperley Village Dental Practice**  **Access Quality Prevention**  **NHS and Private Dental Care** | 273 Stockport Road  Timperley  Altrincham,  WA15 7SP  **Tel:** 01619803485  [info@timperleydental.co.uk](mailto:info@timperleydental.co.uk) |

Policy for Failed Appointments

As a practice, we encourage patients to give as much notice as possible when cancelling appointments.

Removal of patients from the Practice due to failure to attend is unfortunate. However, the appointments lost could have been used by a patient requiring an early appointment for toothache or other urgent treatment.

**New Patients**

* Failed initial appointment or cancelled with less than 24 hours’ notice.

No further appointments made unless a genuine reason for failure to attend is notified to the Practice. You will lose your deposit / be charged a missed appointment fee and will be asked to pay upfront if you wish to rebook.

**NHS Patients**

* First failed appointment or cancelled with less than 24 hours’ notice

A letter will be sent asking you to rebook the appointment.

* Second failed appointment (within a 2 year period) or cancelled with less than 24 hours’ notice

You will not be accepted for any further courses of treatment at the Practice.

**Private Patients**

* First failed appointment or cancelled with less than 24 hours’ notice

A letter will be sent asking you to rebook the appointment. You will be asked to pay 50% deposit to rebook

* Second failed appointment (within a 2 year period) or cancelled with less than 24 hours’ notice

You will be asked to pay 100% upfront to rebook.

**Denplan Patients**

* First failed appointment or cancelled with less than 24 hours’ notice – exam or hygiene appointment

A letter will be sent asking you to rebook the appointment.

* Second failed appointment (within a 2 year period) or cancelled with less than 24 hours’ notice – exam or hygiene appointment.

An advisory letter will be sent and this could result in the appointment being deducted from your Denplan allowance and your next appointment being postponed until your next recall interval. If you wish to be seen sooner, you have the option to pay for an additional appointment.

If the failed appointment is for treatment, you will be charged a missed appointment fee and be asked to pay 50% deposit to rebook

All of the above situations are within the discretion of the Practice. Patients will have the right to appeal to the Practice via the Practice Manager on any decision not to offer further appointments.