

Failed Appointments and Short Notice Cancellations Policy for Parish Dental Practice

Introduction

At Parish Dental, we strive to provide timely and quality dental care to all our patients. We understand that your time is valuable, and so is ours. Unattended appointments and short notice cancellations disrupt the practice's ability to serve other patients in need. Therefore, we have implemented the following Failed Appointments and Short Notice Cancellations Policy.

Policy Guidelines

1. **Notification Requirement:** We require a minimum of 2 working days' notice if you need to cancel or reschedule an appointment. This allows us to offer the time slot to other patients who may be in urgent need of care.
2. **Short Notice Cancellation:** If an appointment is cancelled with less than 2 working days' notice, the following will apply:
 - For NHS patients: In line with NHS regulations, if a patient cancels at short notice 4 times within a 2-year period, we reserve the right to deny any further NHS treatment.
 - For private appointments: Cancellations under the 2 working days' notice period will result in a loss of deposit.
3. **Failed to Attend:** If a patient fails to show up for an appointment without any prior notice, the following will apply:
 - For NHS patients: If a patient fails to attend 2 appointments within a 2-year period, we reserve the right to deny any further NHS treatment.
 - For private appointments: A failed appointment will result in a loss of deposit and may also incur an additional fee.
4. **Double Appointments:** If a double appointment is booked, which is greater than 40 minutes, this will count as 2 appointments. Consequently, if such an appointment is missed or cancelled with less than the required notice, it will count as 2 failed appointments or 2 short notice cancellations, as applicable.
5. **Late Cancellation:** Cancellations made less than 3 hours before the scheduled appointment time will be marked as a "Failed to Attend."
6. **Non-Discrimination:** This policy is applied uniformly across our entire patient base to ensure fairness and to prevent any form of discrimination.

Exceptions

We understand that emergencies and unforeseen circumstances can occur. Exceptions to this policy will be considered on a case-by-case basis and are at the discretion of Parish Dental.

Contact Information

If you need to cancel or reschedule an appointment, please contact us as soon as possible at hello@parishdental.co.uk





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Dental & Cosmetic Studio

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M & B Practices Limited trading as Parish Dental

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