



## **Fail to attend policy**

As a practice who offer both NHS and private dentistry, we have a long waiting list of patients requiring treatment, and therefore, in order to minimise the amount of appointments missed by our patients we have implemented the following policy for all of our patients.

### **NHS Appointments**

Under the terms of the NHS contract, we will not take any charge for failure to attend an NHS appointment. However, any patient who fails to attend two appointments or more will not be accepted for further treatment under the NHS at this Practice. This includes patients who do not give 48 hours' notice or arrive too late to be seen or those that have short noticed cancelled more than twice however this will be at the Practice Managers discretion.

### **Private Appointments**

Any private appointments and failure to attend without giving us 48 hours' notice will be charged at 25% of the fee payable\* for the treatment appointment, up to a maximum of £100. No further appointments can be made until the failure to attend fee has been paid. Once payment has been made in full, the patient may then book a further appointment.

\* **Note:** exceptions apply for specialist treatments.

**Non-refundable deposits** are categorised as new patient exams, hygiene visits and direct access.

### **Dental Plan Hygiene Appointments**

For Dental Plan members, depending on your plan type, you are entitled to a set number of hygiene appointments per 12-month period. If you fail to attend without 48 hours' notice, a fixed charge of £20 will be applied to your account.