

Appointment Management and Cancellation Policy

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 an appointment management and cancellation policy.

Management of appointments

We invest in the latest technology, including modern telephone equipment and an email booking system, to allow our patients to make or reschedule appointments easily. Our appointment system supports timely access to care and treatment, allows patients to access services at a time that suits them and minimises the length of time people have to wait. Appointments can be made or rescheduled by calling our dedicated appointments line on 01869 337377 or by emailing us at info@deddingtondental.co.uk

Reminders

E-mail reminders are sent to patients 7 days before and email/text reminders 24 hours before any appointment, patients are requested to inform the practice of any changes to their contact details.

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

Your appointments are very important to us at Deddington Dental. Your appointment is reserved especially for you, and whilst we understand that schedule adjustments are necessary, we respectfully ask for **at least 48 working-hours' notice for cancellations or reschedules**. Cancellations should be made by phone on 01869337377 or email info@deddingtondental.co.uk.

Please understand that when you forget or cancel your appointment without giving enough notice, we miss the opportunity to fill that appointment time, and patients on our waiting list miss the opportunity to receive services. We will remind you of your appointment 7 days in advance (by email) because we know how easy it is to forget an appointment you booked months ago.

A **cancellation fee** will apply if you fail to give at least 48 hours' notice or do not show up for the appointment. The fee will vary from £30 for an exam, £50 for a hygiene appointment, £50 for a combination exam and hygiene appointment and upwards of £100 for treatment appointments. You will be asked to pay a deposit when rebooking the appointment. If this is your first short notice cancellation or missed appointment we may decide to waive the cancellation fee depending on the circumstances. Patients who are consistently cancelling at short notice may be asked to pay the whole fee of their appointment up front.

Any appeals about missed or cancelled appointment decisions by a patient should be made in writing to the Practice Manager, Karen Cheetham.