



St Marys Dental Practice

## **Failed Appointments Policy**

We aim to provide all our patients with the best possible service and to achieve this we need your cooperation.

If you are unable to keep your appointment, please make every effort to cancel it well in advance so that it may be offered to someone else. Non-attendance and cancellations at short notice without a valid reason deprives other patients of our services.

Appointments are often wasted as people do not attend. Over 70 appointments per month are being wasted. These appointments could have been used by other patients.

### **POLICY FOR FAILURE TO ATTEND**

The first time a patient fails to attend a booked appointment we will ring reminding them that in future they must cancel appointments if they are unable to attend.

After you have failed to attend 2 appointments we will advise you that we will no longer be able to treat you as a patient at this practice anymore

To avoid having a Failed to attend notice please ensure that you cancel your appointment a minimum of 24 hours before the appointment time. Anything cancelled after this time could count as a failed appointment. This will go on your dental record and cannot be amended. If you are genuinely unable to make the appointment please let us know or if you did not get a chance to at the time, contact us within 24 hours.

Approved By: Harpal Basra

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