



Appointment Cancellation Policy

It is the aim of this practice to provide quality dental care to our patients on schedule and to use clinical time effectively. To achieve this aim, we have an appointment cancellation policy.

Cancellation of an appointment

Patients are required to give at least 48 hours notice to cancel a dental appointment.

Cancellations should be made via email to info@garforthdental.com or by calling 01132867369.

Out of hours, emails are accepted at the time they are delivered.

Rescheduling an appointment without giving 48 hours notice is classed as a cancelled appointment.

For private dental appointments, there is a fee of £2 per minute of the appointment that is missed or cancelled with less than 48 hours notice. This fee is not covered by the Garforth Member, Garforth Gum Care or Kids members monthly plan payments.

If two NHS dental appointments are missed or cancelled with less than 48 hours notice, we do not guarantee to be able to complete a patient's NHS treatment or offer them NHS treatment in the future. This has been agreed with the LAT. If a patient does not attend for a period longer than 2 years they will be removed from the NHS list. If the first NHS appointment is missed, the patient will not be given a second chance and will be removed from NHS care. If an appointment of 30 minutes or longer is not attended, the patient will not be given a second chance and will be removed from NHS care at our practices.

It is our aim to contact patients after a missed appointment to understand the reason for non-attendance and to inform them about any fee or decision about their NHS dental care.

Any appeals about rescheduled without the correct notice, missed or cancelled appointment decisions by a patient should be made via email to the practice manager, Alice Patterson at info@garforthdental.com.

If you arrive after the start of your appointment you may not be seen and it will be classed as a missed appointment

