

## 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 in person, by telephone on: 0113 286 7369 or email to [info@garforthdental.com](mailto:info@garforthdental.com)

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 or Garforth Gum Care 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.

It is our aim to telephone or write to 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 missed or cancelled appointment decisions by a patient should be made in writing to the practice manager, Alice Patterson or practice owner, John Alker.