

Appointment Management and Cancellation Policy

At our practice we will endeavour to manage our appointments system to avoid delays in appointment times and minimise loss of surgery time through cancellations and failed appointments. To achieve this aim, we have an appointment management and cancellation policy.

Management of appointments

We invest in the latest technology, including a modern telephone equipment and email, 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 01582 571 074 or by accessing our email address: sundonreception@gmail.com

Reminders

We aim to send patients regular reminders for their dental appointments and utilise letters, emails, and text messages to communicate with our patients, but we cannot guarantee that every patient will receive these reminders. Please ensure your contact information is up-to-date. It is therefore the responsibility of each patient to ensure they attend their booked dental appointments and attend regularly or within two years to maintain access to NHS Dental care.

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 contact the patient by telephone call, email or letter.
- At the time of contact, the patient will be offered a new appointment at the earliest time available

Cancellation of an appointment or missed appointment by a patient

Patients are requested to give at least 24 hours' notice to cancel a dental appointment. Cancellations should be made by telephone on: 01582 571 074. Late cancellations and missed appointments may represent a cost to the practice, when other patients could have been seen in the time set aside for the patient.

We do not make a charge for NHS patients for a late cancellation or missed appointment. However, we reserve the right to ask a patient to find another dental practice if they continue to miss appointments. If you are unable to attend your appointment for any reason, then you should tell us as soon as possible and no later than:

- 24 hours before the scheduled start time for appointments of 60 minutes or less
- 48 hours before the scheduled start time for appointments of more than 60 minutes

If a patient fails to attend 2 booked appointments, within a 12 month period, the practice will no longer be able to see you and advise you to find another dental surgery. We will always try to be sensitive to personal circumstances in the event of late cancellations and will always try to fill the cancelled appointment slot if possible.

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 decision regarding their dental care. We understand that cancellations are sometimes unavoidable due to illness or emergencies and we will take account of all valid circumstances.

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

CANCELLATION AND NON-ATTENDANCE POLICIES PRIVATE PATIENTS

At Sundon Dental Practice we will require a deposit when you book a private appointment. This will be deducted from your bill for the relevant treatment at your next visit. We understand that things sometimes come up and that you may need to make changes to your appointment. We will always be as flexible as possible with our patients – that's why the deposit will be refunded if you subsequently cancel the appointment with sufficient notice of cancellation. When we book an appointment for you, we commit that time and our resources to your treatment. This means that, if another patient wants to come at the same time, we will be unable to see them and will have to offer them an alternative time. At busy times, this can mean waiting over one week for the next available appointment (longer for Saturday appointments). If you do not then attend that appointment and either do not tell us in advance or give insufficient notice, we are unable to allocate the time to someone else; however, we still have overheads and staff salaries to pay during the unproductive time. For this reason, it is our policy to request deposits and make a charge if insufficient notice of cancellation or amendment is given.

Deposits

We make appointments with the expectation that you will attend at the agreed date & time to undergo your treatment; if you change your mind or work/other commitments prevent you from attending, we ask you to give as much notice as possible so that we can reallocate your appointment slot to another patient. When booking your appointment, we will seek a deposit from you, payment of which is your confirmation of your commitment to attend your appointment. Our deposits are normally fully refundable providing sufficient notice of cancellation is given (see below) and will be set at the following levels:

- For **Hygienist appointments**, and other appointments of 30 mins or less we will take a deposit of **£25**.
- For **Emergency** appointments to look at one tooth for private patient we take **£30**
- For **Emergency and Consultation appointments** we will take a deposit of **£50**
- For **Dental Treatment Appointments**
 - **£50** (for appointments of **30 minutes or less**)
 - **£75** (for appointments over **45 minutes up to 1 hour**)
 - **£100** (for appointments **over 1 hour**)
- For any treatments lasting longer than 2 hours we will take a deposit amounting to half the cost of the total treatment
- For **Implant Consultation** appointments the deposit required is **£75.00**.

If you do not pay the deposit within the timescale you have agreed, we reserve the right to cancel your appointment and reallocate the time to another customer.

Cancellation

If you are unable to attend your appointment for any reason, then you should tell us as soon as possible and no later than:

- 24 hours before the scheduled start time for appointments of 60 minutes or less
- 48 hours before the scheduled start time for appointments of more than 60 minutes

Please note that Sundays and bank holidays will not be included in these timeframes so notice to cancel an appointment scheduled for a Monday or the day after a bank holiday must be given no later than the preceding working day (or the day before the preceding working day if the appointment is for more than one hour. Providing you give notice of cancellation or postponement/amendment no later than these deadlines, your deposit can be refunded to you on request. If you do not request refund of your deposit, it will be held on your account and may be used against the cost of future treatment.

Non-attendance (including late cancellation)

If you do not attend your appointment, or cancel later than the deadlines shown above, we reserve the right to make a charge as follows:

- Examinations and other appointments of 30 minutes or less: £50.00
- Appointments of more than one hour: £100.00
- Appointments where a higher deposit has been agreed at the time of booking: the amount of the deposit paid. This charge will be debited to your account with us; if you have not paid a deposit, settlement of this charge will be required before treatment can continue.

The charge will be applied per appointment missed; a checkup and hygienist session counts as two appointments even if they are consecutive on the same day.

We will always try to be sensitive to personal circumstances in the event of late cancellations and will always try to fill the cancelled appointment slot if possible.

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 dental care. We understand that cancellations are sometimes unavoidable due to illness or emergencies and we will take account of all valid circumstances.

Sundon Dental Practice
115 Sundon Park Road
LU3 3AD
Tel: 01582 571100
Email: enquiries@sundondental.co.uk

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