



## **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**

Our appointment system supports timely access to care and treatment, allows patients to access services at a time that suit them and minimises the length of time people have to wait.

Appointments can be made or rescheduled by calling our dedicated appointments line on 0191 2863398.

### **Reminders**

E-mail/Text reminders are sent to patients either 1 week or 2 days before any appointment and 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 a new appointment during the 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 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 0191 286 3398. 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.

There is a fee for private dental appointments that are missed or cancelled with less than 24 hours' notice. The fee is based on the length of the appointment.

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 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, Eve Waters.