

Appointment Cancellation Policy

We strive to provide our patients with a high standard of care and quality dental treatment. We are here to listen and address your dental concerns. We aim to take care of your dental needs with the utmost care and to make your dental experience as comfortable as possible.

We welcome your feedback and suggestions which help us to continually improve our services. Should you have a suggestion on how we could improve our service, please feel free to fill in a suggestion leaflet or, if you have a complaint, please speak to Alexandra Horton our complaints manager.

Your commitment to us

In return, we ask that you treat our staff with dignity and respect. Harassment of the dental team will not be tolerated. In these situations, action will be taken by the Practice Principals, and we may not offer any further treatment at the practice.

Harassment includes violence or abuse, including the use of offensive language.

Appointment cancellation policy

The practice aims to provide quality dental care in an appropriate time frame and to use our clinical time effectively. To achieve this, we have a strict cancellation policy.

Cancellation of an appointment: Patients are asked to provide at least 24 hours' notice if they are unable to attend their dental appointment. Cancellations should be made by telephone on 01443 403955. We ask that patients do not attempt to cancel via email.

There is a fee for private dental appointments that are missed or cancelled with less than 24 hours' notice. If you give us less than 24 hours' notice, we may make a charge of £120 per hour.

If more than two NHS dental appointments are missed or cancelled with less than 24 hours' notice, we do not guarantee that we will be able to complete a patient's NHS treatment and we may not offer them any further treatment at the practice.

It is our aim to telephone or write to patients who miss appointments or cancel with less than 24 hours' notice. This helps us to understand the reason for the missed or late cancelled appointment and to inform them about the fee or decision about their NHS dental care.

Any appeals about missed or late cancelled appointments should be made in writing to the Practice Manager, Alexandra Horton.