

***The Family Dental Practice***  
*262 Portland Road South Norwood London SE25 4SL*  
*020 8654 1434*

Practice Policy

Failing to attend an appointment or Late Cancellations

If you have to cancel your dental appointment please give at least 24 hours notice. If appointments are failed or cancelled with insufficient notice for a second time it will be at our discretion whether you will be seen as a patient at our practice again.

We are a very busy practice and have many people waiting for urgent dental treatment. As we are an NHS practice we cannot compensate for the time that is lost for failed or late cancelled appointments therefore we have to keep to a rule. We have a courtesy system of reminding patients for their appointment by SMS texting which has helped many patients with their attendance. **Please ensure your records are updated with any new telephone numbers.** The Primary Care Trust do not pay for this service.

**NHS GUIDELINES**

While a dental surgery cannot charge you for failing to attend an appointment, your dental practice and the Primary Care Trust has the right to ask you to find another dental practice if you miss or cancel appointments without sufficient notice. More importantly, by not attending, you will stop someone who really needs a dentist from being seen. This is why it is important to give as much notice as possible when cancelling an appointment. Notification to patients by the practice for refusing to see a patient for failing appointments or cancelling late is not required.

**Private patients**

Private patients may be charged for missed appointments.