

## Appointment Management and Cancellation Policy

This practice aims to provide our patients quality dental care and effectively use clinical time. To achieve this aim, we have an appointment management and cancellation policy.

### Management of appointments

We invest in the latest technology, including modern telephone equipment and online contact, to allow our patients to make or reschedule appointments easily. Our appointment system supports timely access to care and treatment, enabling patients to access services at a time that suits them and minimising the time people have to wait. Appointments can be rescheduled by calling our dedicated appointments line on 01937 833416 or accessing our online booking form at [www.bridgestreetdentalsurgery.co.uk](http://www.bridgestreetdentalsurgery.co.uk).

### Reminders

Telephone call reminders are sent to patients over 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 knows 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 as soon as possible.
- If the patient is unable to commit to a new appointment during that contact, we will ask them to get in touch later, when we will offer them a priority appointment.

### Cancellation of an appointment or a missed appointment by a patient

**Patients must give 48-working-day notice to cancel a dental appointment. Cancellations should be made by telephone at 01937 833416. 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 missed or cancelled appointments with less than 48 hours' working day's notice. The cost is based on the appointment charge. If this is treatment, it is based on your treatment cost. Membership examinations will be charged either £50 for a child examination or £80 for an adult examination, or the option to delay your check-up for 5-6 months.**

We understand cancellations are sometimes unavoidable due to emergencies, and we will consider all valid circumstances. Any appeals about a patient's missed or cancelled appointment decisions should be made in writing to the Practice Manager, Nicola Eades.