



ATTENDANCE AND LATE CANCELLATION POLICY

We expect our patients to keep their appointments. However, we understand that sometimes a patient might need to change or cancel an appointment they cannot attend for reasons out of their control. In such an event we request a minimum of 24 hours notice to do so.

In the event of failure to attend an appointment or the late cancellation, a two step procedure will be taken,

1. Warning,

If a patient fails to attend, or if insufficient notice is given, a letter of warning will be sent to the patient, explaining that they may be removed from the practice NHS list. To prevent this, the patient may wish to respond, either verbally, in writing or face to face, within the next 28 days to the practice, explaining why they failed to attend and to book a new appointment.

2. Removal,

If a patient does not respond to this letter, fails to attend or if insufficient notice is given a second time, the practice will take the appropriate action to remove the patient from the practice list with immediate effect.

The patient will be informed in writing of the removal and they will be given appropriate information to help them find another NHS dentist.

The patient has the right to appeal in writing against this decision, within 28 days of the date of this letter.

NEW PATIENTS,

If you are a new patient, and you fail to attend your full assessment appointment, or if you give less than 24 hours' notice of cancellation, the practice reserve the right not to offer you any NHS treatment in the future.

Reviewed and updated by the practice manager on 1st October 2015

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