

# Cemaes Bay Dental Practice

## Failure to attend / Late cancellation policy

We aim to treat all of patients fairly and impartially at all times. Patients who fail to attend for their appointments or who cancel appointments with insufficient notice waste surgery time that could be used for other patients.

### Policy for all adult clients and children under 18 years of age NOT being seen under NHS regulations.

To avoid the costs of failed or (late) cancelled appointments being passed onto the rest of our patients, we will charge for unused time where a patient fails to attend or cancels without reasonable notice.

Failing to attend for appointments will result in charges of £90.00 per hour (£1.50 per minute) being made for the lost appointment time.

Late cancellation charges will apply if an appointment is cancelled within 1 working day and we are unable to fill the time. In the event that some or all of the cancelled surgery time is used by another patient, cancellation charges will be reduced pro-rata. Cancellation charges will be made at a rate of £90.00 per hour (£1.50 per minute).

Patients who are unable to make their appointment because of illness should, where possible, contact the practice as soon as they are aware that they cannot attend. If you are unsure whether you can make it to an appointment, please contact us early to discuss the matter rather than leaving it to the last minute. Failing to notify us before the appointment time will usually result in a failure to attend charge being made unless there are exceptional circumstances.

### Policy for clients under 18 years of age who are being seen under NHS regulations.

Under NHS regulations, we are unable to charge NHS patients who fail to attend for their appointments or who cancel without sufficient notice. Patients missing NHS appointments waste surgery time and can result in us failing to achieve our performance target. **In 2013/14, this was a major problem and has resulted in our NHS contract being reduced – meaning that we can do less NHS treatment here.**

To protect the future of NHS dentistry at the practice, the following policy will now apply:

A patient who fails to attend (or cancels at short notice) their NHS appointment but who has not missed (or cancelled at short notice) a previous appointment within the past 3 years will be sent a letter including this policy and warning them that we will not see them on the NHS if they fail or cancel at short notice again. In the event that a further appointment is missed / cancelled, we will withdraw the offer of NHS treatment at this practice. Should they wish to remain a patient here, they will need to register here on a private basis.

Patients who miss 2 appointments in a three year period will not be offered NHS care at the practice - if they wish to continue to be seen at the practice they will be seen on a private basis.

This policy does not affect your ability to seek NHS care at other NHS practices.

### Reminders

E-mail reminders are available for all appointments on request. If we have your e-mail address on file, a reminder e-mail will be sent to you 1 week and another 3 days before your appointment. All e-mails sent by our system are logged when successfully sent - it is your responsibility to check your e-mails regularly and to ensure that we are informed of any changes to your e-mail address. We will assume that you have received your reminder if it has been logged as successfully sent.

Postal reminders are sent on request for review appointments that are made more than 3 months in advance. We regret that, due to the increasing costs of postage and staff, we are unable to send postal reminders for every appointment or appointments made within 3 months.

**PLEASE NOTE THAT WE WILL BE UNABLE TO SEND POSTAL REMINDERS FOR NHS PATIENTS FROM 1st JULY 2015**