

Appointment Cancellation Policy

It is the aim of this practice to provide quality dental care to our patients on schedule and to use clinical time effectively. To achieve this aim we have an appointment cancellation policy.

Cancellation of an appointment

Patients are requested to give at least 24 hours notice to cancel a dental appointment. Cancellations should be made by telephone on: 01225 424051

There is a fee for private appointments that are missed or cancelled with less than 24 hours notice. The fee is based on the length of the appointment and can be found in the latest private fees list on our website and below;

20 minute appointment - £30
30 minute appointment - £40
45 minute appointment - £60
60 minute appointment - £90
70 minute appointment - £110
90 minute appointment - £150

If more than two NHS dental appointments are missed or cancelled with less than 24 hours notice, we do not guarantee being able to complete a patient's NHS treatment or offer them NHS treatment in the future.

It is our aim to telephone or write to patients after a missed appointment to understand the reason for non-attendance and to inform them about any fee or decision about their NHS dental care.

Any appeals about missed or cancelled appointment decisions by a patient should be made in writing to Nicola Humphreys.