



Failure to Attend & Late Cancellation of NHS Appointments

Park Avenue Dental Care

At Park Avenue Dental Care, we are committed to providing high-quality dental care in a timely and efficient manner. Every missed appointment or late cancellation results in valuable clinical time being lost, making it more difficult to accommodate patients requiring urgent care, reducing appointment availability for existing and new patients, and increasing the operating costs of the Practice.

To help us provide the best possible service to all our patients, we kindly ask that you familiarise yourself with the following policy.

In our practice we

- Communicate with patients in a courteous, friendly and professional manner.
- Make sure that patients receive full information about our services, their treatment and its cost.
- Refer patients for further professional advice and treatment where appropriate.

In our practice we will

- Manage our appointments system so that treatment appointments are booked no more than 2 weeks ahead.
- Ensure that patients wait no longer than 30 minutes to be seen, unless there are unforeseen circumstances. Where there is a further delay, we will explain the reasons.
- Remind patients of their appointment by email.
- Monitor our waiting times for (i) treatment and (ii) booking appointments.
- Provide as much notice as possible when appointments have to be changed or cancelled, and explain the reasons.
- Advise patients if there is a change of dentist.

In return, we would like you to

- Advise us of any changes to your contact details (address, telephone numbers, email) so we can keep our records up to date and ensure we are able to contact you.
- Participate in your dental treatment, particularly any advice about prevention and diet that we have asked you to continue at home.
- Arrive on time for your appointment. Please give the practice at least 48 hours' notice (two working days) if you are unable to keep your appointment.
- If you miss an appointment on more than one occasion without letting us know, we may need to review future provision of treatment for you at the practice.
- Please note: if you fail to attend your first new patient examination, you will no longer be offered appointments at the practice.

NHS patients

Under NHS regulations, we are unable to charge NHS patients who fail to attend their appointments or who cancel with less than 48 hours' notice (less than two working days is insufficient notice).

IMPORTANT – NHS ENTITLEMENT

A patient who fails to attend an appointment or cancels at short notice will be warned that they will lose their NHS entitlement here if they fail to attend or cancel at short notice again within a 3-year period. If a further appointment is missed or cancelled at short notice within this period, the Practice reserves the right to withdraw the offer of NHS treatment at this practice.

If a patient loses their NHS entitlement at this Practice, this does not affect their ability to seek NHS care at another dental practice. Where appropriate, and at the discretion of the Practice, patients may be offered the option of continuing their care on a private basis.

As with all medical facilities, we aim to see our patients on time but, due to the nature of health care, this is not always possible. However, if a patient arrives late for their appointment so that treatment cannot be carried out, this will be regarded as failing to attend.

New NHS patients

We have had a very high percentage of new NHS patients, often whole families, failing to attend their appointments. Patients wishing to join the practice who fail to attend their first appointment or cancel it at short notice will not be able to join as NHS patients, but will still be able to access NHS care at other local NHS dental practices.

Should they wish to remain a patient here, they will need to register on a private basis, subject to availability.

NHS Patients Receiving Private Treatment

Where an NHS patient books a private appointment or receives private treatment, the Practice's Private Cancellation Policy will apply. Appointments that are:

- missed
- cancelled with less than 48 hours' notice (two working days)
- where patients arrive more than 15 minutes into their appointment

may incur a cancellation charge of £2.00 per minute of the scheduled appointment time.

£2 / min

This fee contributes towards the costs incurred by reserving dedicated clinical time — for example, **£60** for 30 minutes reserved.

Email reminders

Email reminders are available for all appointments on request. If we have your email address on file, a reminder can be sent to you a few days before your appointment. All messages sent by our system are logged when successfully sent. It is your responsibility to check your messages and to ensure that we are informed of any changes to your email address or mobile phone number.

We will assume that you have received your reminder if it has been logged as successfully sent.

Please note: email messages are sent out of courtesy, not necessity. It is your responsibility to arrive on time for an appointment. Failure of the email messaging system for any reason is not sufficient reason for failing to attend or arriving late for treatment.

Hygiene

Hygiene services are provided privately only, and the full cost of the session must be paid in advance to secure an appointment (i.e. before any appointment can be booked). This can be done at the surgery or by credit/debit card over the phone.

Patients who cancel with less than 48 hours' notice (two working days), are more than 10 minutes late, or miss the session completely will be liable for the entire sessional payment.

Hygiene appointments are booked for a hygiene service rather than with a specific hygienist. If the hygienist you booked with is unavailable, you will be seen by a locum or alternative hygienist, and no refund will be given in these circumstances. Wherever possible, every effort will be made to accommodate requests to see a specific hygienist at the time of booking.

Refunds

Deposits paid towards private or NHS treatment are refundable provided treatment has not commenced.

Any refund will be subject to the deduction of any applicable Failure to Attend (FTA) charges or short-notice cancellation fees as outlined within this policy.

Fees paid for dental hygiene appointments will be refunded in full where the appointment is cancelled with at least 48 hours’ notice (two working days).

Appointments cancelled with less than the required notice period are not eligible for a refund and will be subject to the Practice’s cancellation policy.

Please note

This policy does not affect your ability to seek NHS care at another NHS practice.

Patient declaration

I confirm that I have read and understood the above policy. Please complete by writing directly on the document – sign in the box below with your finger or stylus.

FULL NAME

DATE

Write your full name above

DD / MM / YYYY

SIGNATURE