



Broken Appointment Policy

In order to manage our appointment system effectively, it is important that patients attend for their appointments.

Due to the large number of people who make appointments but fail to show up for them or fail to give adequate advance notice when cancelling them, it has become necessary to inform all patients of their responsibility. Broken or cancelled appointments waste the clinicians very limited time and hinder other patients who are trying to make an appointment as well as NHS resources.

If a patient has missed more than 3 appointments, 2 consecutive or cancels without giving adequate time, then the practice may no longer be able to see you.

These guidelines are backed by the NHS.

An appointment is considered to have been broken if any of the following occur:

- The patient fails to show up for the appointment.
- The patient appears more than 20minutes late for a scheduled appointment, or
- The patient calls to cancel an appointment with too little advance notice to allow that appointment time to be rescheduled with another patient (24hours will be considered to be The minimum time necessary to avoid broken appointment).

Patients who wish to cancel dental appointments must do so with a minimum of 24hours, in advance of their scheduled appointment. If less notice is given without valid reason, the appointment will be considered to have been broken.

We require deposits for private appointments; this may be 20% or 50% depending on the treatment cost. If Private appointments are Broken, the deposit will be used to cover the appointment time. This is known as "Broken appointment fee".

Patients on dental plans – If you miss routine appointments, these will be taken as one of your entitlements of that year.

This is down to the discretion on the practice.