



Failing to Attend and Late Cancellation Policy of Economy/Private Appointments

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 one day's notice to cancel a dental appointment. Cancellations should be made by telephone on: 020 3126 4397.

There is a fee for private dental appointments that are missed or cancelled with less than one day's notice. The fee is based on the length of the appointment and can be found in the latest private fees list.

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.

Text/Emails Reminders

Text/Emails reminders are available for all appointments. If we have your mobile phone number/email address on file, a reminder text/email can be sent out to you a few days before your appointment. All text messages/emails sent by our system are logged when successfully sent. It is your responsibility to check your text/emails messages and to ensure that we are informed of any changes to your mobile phone number. We will assume that you have received your reminder if it has been logged as successfully sent.

Please note, text messages or emails are sent out of courtesy, not necessity. It is your responsibility to turn up on time for an appointment. Failure of the text/email messaging system for any reason is not sufficient reason for failing to attend or turning up too late for treatment.

Any appeals about missed or cancelled appointment decisions by a patient should be made in writing to the practice manager, Suzie Lovick.