

## **Failure to Attend Policy**

As a practice who offer both NHS and private dentistry, we have a long waiting list of patients requiring treatment, and therefore, in order to minimise the amount of appointments missed by our patients we have implemented the following policy for all of our patients.

### **NHS Appointments**

Under the terms of the NHS contract we will not take any charge for failure to attend an NHS appointment. However, any patient who fails to attend two appointments or more will not be accepted for further treatment under the NHS at this Practice. This includes patients who arrive too late to be seen or those that have short noticed cancelled more than twice however this will be at the managers discretion.

### **Private Appointments**

Any private appointments and failure to attend them without giving us 2 working days notice will be charged a rate of £1.00 per minute for the duration of the appointment. No appointments can be made until the failure to attend fee has been paid. Once payment has been made in full, the patient may then book a further appointment.

### **Denplan appointments**

Any Denplan patients who fail to attend their appointment will not be able to rebook the missed appointment, instead this appointment will be deducted from their plan allowance. For missed hygiene appointments, the patient may decide to pay the missed failure to attend fee or lose their allowance for that appointment, this will be at the manager's discretion.

### **For the avoidance of doubt**

Missed 30 min appointment = £30.00 charge

Missed 1 hour appointment = £60.00 charge

Date: January 2026

Review: January 2027