The Dental Centre Tenterden

Failing to Attend/Late Cancellation of Appointments Policy

Every year we lose valuable surgery time because of patients failing to attend their appointments or cancelling at short notice. This makes it more difficult for us to accommodate our patients in need of urgent treatment, for existing patients to book appointments and for new patients to register here. It also costs the surgery a considerable amount of money.

Private Patients Exams and Treatment

To cover the surgery running costs a charge of £2.50 per minute will be made for failed to attend private exams and treatment appointments or if cancelled at short notice (less than 24 hours). (For example, a missed 30-minute appointment will incur a charge of £75.)

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 turns up late for their appointment so that treatment cannot be carried out, this will be regarded as failing to attend.

Discretion may be used if there is a good reason for a failed to attend appointment or short notice cancellation appointment.

NHS Patients (children only)

Under NHS regulations, we are unable to charge NHS patients who fail to attend for their appointments or who cancel at short notice (less than 24 hours' notice is insufficient notice).

A patient who fails to attend or was not brought by their parent/guardian to their appointment or cancels at short notice twice within a two year period will be removed from the Practice list.

Text and Email Reminders

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

Please note, text and email messages 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.