A blue and green light bulb

Description automatically generated with medium confidence

Llynfi Dental Failed Appointments Policy

As a practice, we encourage patients to give as much notice as possible when cancelling appointments.

Removal of patients from the practice due to failure to attend is unfortunate. However, the appointments lost could have been used by a patient that was in pain or required other urgent treatment.

New NHS Patients

**Failed initial appointment or cancelled with less than 24 hours’ notice:**

* No further appointments will be made unless a genuine reason for failure to attend is notified to the practice.

Existing NHS patients

**First failed appointment or cancelled with less than 24 hours’ notice:**

* An SMS will be sent asking you to contact practice and rebook the appointment, and that further failure will result in deregistration.

**Second failed appointment (within a 2-year period) or cancelled with less than 24 hours’ notice:**

* You will be sent a letter of deregistration and will not be accepted for any further NHS courses of treatment at the practice.

Private Patients

**First failed appointment or cancelled with less than 24 hours’ notice:**

* An SMS will be sent asking you to contact practice and rebook the appointment. You will lose any advanced payments /deposits and be asked to pay another to rebook.

**Second failed appointment (within a 2-year period) or cancelled with less than 24 hours’ notice:**

* You will be asked to pay 100% upfront to rebook.

DPAS Patients

**First failed appointment or cancelled with less than 24 hours’ notice – Exam or Hygiene appointment:**

* An SMS will be sent asking you to contact practice and rebook the appointment.

**Second failed appointment (within a 2-year period) or cancelled with less than 24 hours’ notice - Exam or Hygiene appointment:**

* An advisory letter will be sent, informing you that the appointment failed will be deducted from your DPAS allowance and your next appointment will be postponed until your next recall interval. If you wish to be seen sooner, you have the option to pay for an additional appointment.

**If the appointment is for treatment:**

* You will be charged a missed appointment fee of £20.00

Text and Email Reminders

To help our patients and remind you of booked appointments, we offer a free text and email. All text messages and emails sent by our system are logged when successfully sent.

It is your responsibility to check texts and emails and to inform us of any changes to your contact details. We will assume that you have received your reminder if it has been logged as successfully sent.

Please note, text messages and emails are sent out of courtesy, not necessity. It is your responsibility to turn up for an appointment on time. Failure of the reminder system for any reason is not sufficient reason for failing to attend your appointment.