

Private and dental plan care patients

Due to a recent increase in:

Missed appointments, appointments cancelled with less than 24 hours' notice

We will issue a charge to help cover the overhead costs associated with your appointment (including the dentist's time, dental nurse support, and equipment preparation).

The charge will be £2 per minute of the allocated appointment time.

This policy is necessary because when appointments are missed or cancelled at short notice, we are often unable to offer that time to another patient who:

- May have been in greater need of urgent care
- May otherwise have had to wait significantly longer for an appointment

Both the dentist and dental nurse set aside dedicated time for each patient, and last-minute gaps cannot usually be filled before the next scheduled appointment. Continued loss of clinical time in this way can ultimately lead to increased fees for all patients, which we aim to avoid.

NHS patients

For patients receiving NHS care, please note that after two missed appointments or same-day cancellations, we may be unable to offer further NHS appointments.

We do, however, reserve the right to waive this decision at our discretion. Factors such as your attendance history and the reason for cancellation will be taken into consideration.