

Appointment Management and Cancellation Policy

It is the aim of our practice to provide quality dental care to our patients and to use clinical time effectively. To achieve this aim, we have an appointment management and cancellation policy.

Management of appointments

We invest in the latest technology, including modern telephone equipment and an online booking system, to allow our patients to make or reschedule appointments easily. Our appointment system supports timely access to care and treatment, allows patients to access services at a time that suits them and minimises the length of time people have to wait. Appointments can be made or rescheduled by calling our dedicated patient care team during opening hours, using our email service or by accessing our online booking form at www.thedentistatlibertyplace.co.uk

Reminders

E-mail reminders are sent to patients one week before their appointment and text reminders are sent to patients 48 hours before any appointment and patients are requested to inform the practice of any changes to their contact details at each appointment by our patient care team.

Cancellation or delay of an appointment by the practice

We will only cancel or delay a patient's appointment in unavoidable circumstances. In such cases, we will take the following steps:

- The patient will be contacted as soon as the practice is aware of the need to cancel or delay the appointment. We will honestly explain the reason for the cancellation or delay
- At the time of contact, the patient will be offered a new appointment at the earliest time available
- If the patient is unable to commit to a new appointment during that contact, we will ask them to get in touch at a later time, when we will offer them a priority appointment

Cancellation of an appointment or missed appointment by a patient

Patients are requested to give at least 48 hours' notice to cancel a dental appointment. Cancellations should be made by telephone on: 0121 633 9535. Late cancellations and missed appointments may represent a cost to the practice when other patients could have been seen in the time set aside for the patient.

There is a fee for private dental appointments that are missed or cancelled with less than 48 hours' notice. The fee is based on the length of the appointment and is charged at £1 per minute for treatment and New pt consultations or Emergency appointments are non - refundable, this can be found in the private fees list.

It is our aim to telephone and then email to patients after a missed appointment to understand the reason for non-attendance and to inform them about any fee. We understand that cancellations are sometimes unavoidable due to illness or emergencies and we will take account of all valid circumstances.

Any appeals about missed or cancelled appointment decisions by a patient should be made in writing to the Practice Manager, Sam Cook.