

Appointment Management and Cancellation Policy

It is the aim of this 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 telephone equipment 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, rescheduled or cancelled by calling our dedicated appointments line on: 029 2023 1258 or by emailing contact@bayhousedentalpractice.co.uk

Reminders

Text and sometimes telephone reminders to patients are made 2 working days before any appointment.

Contact email address

Patients are requested to inform the practice of any changes to their contact details or if they wish to contact us regarding any issues. This can be made by contacting the practice on contact@bayhousedentalpractice.co.uk

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 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 call at another convenient time to rebook their appointment.

Cancellation of an appointment or missed appointment by a patient

Patients are requested to give at least 24 hours' notice to cancel a dental appointment. Cancellations should be made by telephone on: 029 2023 1258 or by email contact@bayhousedentalpractice.co.uk

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.

We do not make a charge for NHS patients for a late cancellation or missed appointment. However, we reserve the right to refuse treatment if they continue to miss appointments.

If more than two NHS dental appointments are missed or cancelled with less than 24 hours' notice, we do not guarantee being able to complete a patient's NHS treatment or offer them NHS treatment in the future.

There is a fee for private dental appointments that are missed or cancelled with less than 24 hours' notice. The fee is based on the length of the appointment.

It is our aim to telephone, write or email our patients after a missed appointment to understand the reason for non-attendance and to inform them about any fee or decision about their NHS dental care.



We understand that cancellations are sometimes unavoidable due to illness or emergencies and we will take account of all valid circumstances.

Any appeals or complaints about missed or cancelled appointment decisions should be made in writing or emailed to contact@bayhousedentalpractice.co.uk the Practice Principal, Dr Imran Nathoo.

