Cancellation and Failure to Attend Policy

Cancellations at short notice and non-attendance without a valid reason denies patients of essential dental care and treatment. To help to reduce possible price increases and decrease waiting times for appointments, we have a cancellation and failure to attend policy.

We respectfully ask for 1 working days' notice to cancel an appointment. An appointment cancelled with less than 1 days notice will be considered as a failed to attend appointment.

We reserve the right to refuse further treatment to patients who fail to attend two consecutive appointments or two late cancellations.

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

In the event of a cancellation, we will endeavour to fill the time allocated to you with another patient.

Missed appointments will be charged at: £44 per 15 minutes of missed appointment.

Appeals for missed or cancelled appointment decisions can be made by writing to Caitlin Deadman by email: enquiry@downhouse-dental.co.uk or in writing to 17 Church Street Steyning West Sussex BN44 3YB.

Appointment Reminders

At Down House we send appointment reminders 7 days before an appointment, via email and a text reminder 48 hours before the appointment. Please inform the practice of any changes to your contact details as soon as possible.

This policy was reviewed and implemented on 15.01.2025

This policy and relevant procedures will be reviewed annually and are due for review on 15.01.2026 or prior to this date in accordance with new guidance or legislative changes.

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Document Change Record
for
Cancellation and Failure to Attend Policy

The table below is used to register all changes to the policy:

Published Date	Document Version Number	Pages affected	Description of revision	Author
03/11/21	V1.0	New document	New Policy document	PP
23/11/21	V1.1	1	NHS England and Appointment reminders	BH
26/11/21	V1.2	1	Amendment of wording	EF

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