



Bourne End Dental Appointment Cancellation Policy

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

Cancellation of an appointment

Patients are requested to give at least 24 hours notice to cancel a dental appointment. In some cases we may state that 48 hours is required eg specialist appointments. Cancellations should be made by telephone on: 01628523353, leaving a message if the practice is closed, alternatively by email mail@bourneenddental.co.uk.

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 at the cost of £1 per minute of appointment missed.

Any appeals about missed or cancelled appointment decisions by a patient should be made in writing to Penny Lovejoy-Platt, the practice manager

This policy revised January 2014. Reviewed January 2015. Annual review 13 January 2016,
Reviewed Nov 2016
Next review due November 2017.