

Our Failure to Attend Policy

Failure to attend appointments without notice wastes time and therefore increases our waiting times. To clarify, failure to attend occurs when a patient does not attend any booked appointment, or when an appointment is cancelled within an hour of the time of the appointment. In these cases, the appointment is unable to be filled.

At family dental centre two 'failed to attend' appointments will result in an automatic block on the patient record, when no further appointments can be booked. For this to be removed, a letter must be sent to our practice manager Hayley White who will assess the matter and inform you of the final decision.

The letter needs to include your name, date of birth and address so that we can correctly identify you. It also needs to include the reasons explaining why the appointment was missed (we ask this so that if there are valid reasons, for example, a medical condition or difficult circumstances, they can be taken into consideration). If another appointment is subsequently booked, this will be what we consider 'a last chance appointment'. This will be noted on the record and any further missed appointments will mean no further appointments can be made at this practice.