



Missed Appointments/ Late Cancellation Policy

We do strive to give the most suitable appointments for all patients registered at the practice, and accommodate emergencies on a daily basis. Missed appointments / late cancellations cause a loss of clinical time, which makes it more difficult to reschedule appointments. This can also lead to the delay of treatments for others.

At the Priory Dental Centre we request you give us at least 24 hours notice of cancellation, so that we can offer that appointment to others.

Reminders are sent out by email or text, as a courtesy, two weeks before the appointment is due. Could you please ensure that we have the correct address and telephone number(s) for you.

Failure to do this will incur the following :

NHS Appointments

If 2 consecutive appointments are missed you will be de-registered and will no longer be able to attend this practice.

Private/ Hygienist Appointments:- £35 charge

This will need to be paid before booking any further appointments.

4th April to 8th April 2022

23 Hrs and 35minutes were lost due to patients **Cancelling Late** or **Missing** their appointments, that's the equivalent of **94** examinations or an average of **48** dental treatment appointments that could have been offered to other patients.