

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. Cancellations should be made by telephone on 01326 270392.

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 and is chargeable at £25 per 15 minutes missed.

NHS funding is removed for patients who fail to attend an appointment or an appointment is cancelled with less than 24 hours notice. NHS funding is also removed for those patients who have not attended within the last 12 months. This will result in removal from the NHS register at St Mawes Dental. These patients will be offered the option to be added to the NHS waiting list or to be seen privately.

It is our aim to write to 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.

Any appeals about missed or cancelled appointment decisions by a patient should be made in writing to the practice owner, Dr Nina Khaira.