



FTA / Late Cancellation Policy

We aim to treat all of patients fairly and impartially at all times. Although we understand that things happen and schedules do change we ask that all patients provide us with at least 48 hours' notice for any appointment changes. Missed appointments prevent us from scheduling another patient that could benefit from our services. We schedule individual time with each patient to allow us to deliver the quality, personal care that every patient deserves.

Policy for all Patients and children NOT being seen under NHS regulations.

To avoid the costs of failed or (late) cancelled appointments being passed onto the rest of our patients, we will charge for un-used time where a patient fails to attend or cancels without reasonable notice.

Failing to attend for appointments will result in charges being made for the lost appointment time.

Late cancellation charges will also apply if an appointment is cancelled within 48 hours or two working days.

Deposits:

Due to the increasing rate of failure to attends; we now ask that PAYG patients need to pay a deposit towards any upcoming appointments. After paying a deposit, if the patient should fail to attend then the charge will be consumed to cover surgery costs. The patient will need to pay a new deposit when booking any future appointments.

Patients who are unable to make their appointment because of illness should, where possible, contact the practice as soon as they are aware that they cannot attend. If you are unsure whether you can make it to an appointment, please contact us early to discuss the matter rather than leaving it to the last minute. Failing to notify us before the appointment



FTA / Late Cancellation Policy

time will usually result in a failure to attend charge being made unless there are exceptional circumstances.

Policy for Patients under 18 years of age or Patients who are being seen under NHS regulations.

Under NHS regulations, we are unable to charge NHS patients who fail to attend for their appointments or who cancel without sufficient notice. Therefore the following policy will apply for NHS Patients:

A patient who fails to attend (or cancels at short notice) their NHS appointment but who has not missed (or cancelled at short notice) a previous appointment within the past 1 year will be sent a letter including this policy and warning them that we will not see them on the NHS if they fail or cancel at short notice again.

Patients who miss 2 appointments in one year period may not be offered NHS care at the practice. This policy does not affect your ability to seek NHS care at other NHS practices.

Reminders

Text reminders are available for all appointments on request. It is the patient responsibility to ensure all their records are up to date with practice. We must remind patients that it is their responsibility to book appointments and that the text reminder service we offer is not guaranteed and should not be relied on. It is the patient's responsibility to attend appointments.

All Text messages sent by our system are logged when successfully sent. We will assume that you have received your reminder if it has been logged as successfully sent. Please note that our SMS reminder service and telephone reminder service is provided as a courtesy only, and we are unable for practical reasons to be able to guarantee this service will be made.



FTA / Late Cancellation Policy

Should a patient fail to attend 2 appointments or provide less than 48 hours notice of intent to cancel, this practice can refuse to provide any further treatment.

Patients that fail to attend private treatment appointments will be charged at the rates on the private fee list.

Approval:

This policy has been approved by the undersigned and will be reviewed on an annual basis.

Name: Dr. Samit Chitre	Date approved: 04/01/2025
Position: Principal	Review date: 04/01/2026