



Non-Attendance Policy

Cathedral Quarter Dental employs a strict Failure to Attend and Short Notice Cancellation Policy in order to help accommodate the needs of our patients.

Definition of 'Failure to Attend' (FTA): Patients that have missed or have not cancelled/rescheduled their pre-booked appointment (exceptional circumstances are at the discretion of the practice).

Definition of 'Short Notice Cancellation': Patients that have not cancelled/rescheduled 24 hours in advance of their pre-booked appointment.

Please be advised that if the following situation occurs your NHS registration at the practice could be revoked;

- Either two consecutive FTA (Failed to attend) appointments occur or;
- 2 Short Notice Cancellations (*ie not providing the practice a minimum of 24 hours' notice*) within a three year period.

The practice reserves the right to charge you £1 per minute of the appointment time as an FTA fee. You will still have to pay this charge if you are normally exempt from dental charges.

The practice reserves the right to charge you £1 per minute of the appointment time as an short notice cancellation fee. You will still have to pay this charge if you are normally exempt from dental charges.

Patients with any outstanding fees that have not been paid will not be seen for further appointments until the balance is paid in full.

Appointment Reminders

Our practice provides reminders for all appointments. If we have your contact information on file, we will provide you with either an email or text reminder at a minimum of 48 hours in advance for all appointments.

It is the patient's responsibility to check their phone or email for reminders