

Practice policy on failure to attend appointments

We understand that sometimes in life situations arise which lead to failure to attend your dental appointment. Failed appointments waste valuable professional services, delays your treatment and deprives others of appointments.

Abbey Orthodontics considers the needs and value of time for all patients using our service. Short notice appointment cancellation, failed attendance or late arrival (of more than ten minutes) disrupts service access for other patients. Even if you phone ahead to tell us you will be late.

If you are unable to attend an appointment please let us know, do not just miss the appointment.

Patients arriving more than 10 minutes late for an Orthodontic appointment may be requested to make a new appointment.

We would like at least 24 hours notice, although we understand that in some situations this is not possible.

Therefore please note the following:

- If you fail to attend your appointment two or more times you risk having your treatment suspended.
- Failure to attend your orthodontic appointments you will increase the length of your treatment and risk damage to your teeth.
- For NHS patients; if you miss your initial consultation your details will be sent back to the Central Referral Centre.