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## **Practice FTA & -24hrs policy**

### **Missed or late cancellation of appointments:**

If a patient fails to attend an appointment or cancels an appointment at short notice, we will send a letter warning of any future FTA's / -24hr appointments.

If an appointment is missed during a course of treatment and the patient does not contact the practice within ten working days then we will close that course of treatment. If the patient pays for treatment, then a new charge will incur.

If 2 appointments are either missed or cancelled giving less than 24hrs notice within a 12-month period we will send a letter confirming that we are unable to offer NHS care at this practice.

### **Late arrival for an appointment:**

If you arrive 10 minutes late for an appointment, you may be asked to rebook. This is to ensure we have enough time to treat you and minimise the disruption to other patients.

### **Policy for minimising missed appointments:**

Reception staff will give appointment details to all patients who attend the practice.

A hard copy of appointment details can be posted out to patients if requested.

Text appointment reminders will be sent automatically to all patients via either e-mail, mobile or landline phones unless the patient requests otherwise.