



DJ Maguire Dental Group
Patient Appointment Attendance Policy

Purpose

At DJ Maguire Dental Group, we are committed to providing timely access to dental care for all our patients. Missed appointments result in lost clinical time and prevent other patients from being seen.

This policy sets out our approach to missed appointments and late cancellations.

Appointment Attendance

Patients are expected to attend all scheduled appointments or provide sufficient notice if they are unable to attend.

If you cannot attend your appointment, we ask that you contact the practice as soon as possible so the appointment can be offered to another patient.

Missed Appointment Fee

A minimum fee of £55.00 will be charged where a patient fails to attend an appointment without notice

This fee is required as a result of the cost of lost clinical time.

Exceptions

We understand that genuine emergencies can occur. Fees may be waived at the discretion of the practice where there are exceptional circumstances such as medical emergencies. Each situation will be considered individually and further to the patient's written request.

Payment of Fees

Where a missed appointment fee is applied, the fee must be paid before further routine appointments are booked

Urgent care will always be considered where clinically necessary.

Repeated Missed Appointments

Where a patient repeatedly fails to attend appointments, the practice reserves the right to:

- Require pre-payment for future bookings
- Limit advance bookings
- De-register the patient from the practice's Health Service list

Our Commitment

We will:

- Send appointment reminders, where possible
- Communicate clearly about appointment times
- Consider exceptional circumstances fairly

We ask patients to:

- Keep contact details up to date
- Respond to reminders
- Provide as much notice as possible if cancelling

Policy Notice

This policy forms part of our patient terms of attendance and may be updated from time to time.

This policy applies to both Health Service and private patients.

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