Appointment & Cancellation Policy

It is the aim of this practice to provide quality dental care to our patients and to use clinical time effectively. To achieve this aim, we have an appointment and cancellation policy.

We strive to meet all appointment times as best as possible but due to unplanned emergency patients we may at times run late. We aim to see every patient that is in pain. We ask for your understanding on these occasions.

Cancellation of an appointment or missed appointment by a patient

Patients are required to give at least two working days notice to cancel a dental/hygienist appointment. Cancellations should be made by telephone call on: 01268 733078. Cygnet dental also operates a messaging service for out of hour telephone calls.

Late cancellations and missed appointments may represent a cost to the practice, when other patients could have been seen in the time set aside for the patient.

If more than two NHS dental appointments are missed or cancelled consecutively with less than two working days notice, this will result in you being removed from the practice patient list

We operate a text and email reminder service to help keep track of your appointments. Text messages and email reminders are sent within 36/48 hours, before a patient's appointment. If you would like to receive this service, please make sure reception have the correct and up-to-date details for yourself

For private appointments there is a fee for missed or cancelled appointment's with less than 24 hours' notice

Any appeals about missed or cancelled appointment decisions by a patient should be made in writing to the practice manger, Patricia Cook.