

Appointment Management and 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 management and cancellation policy.

Management of appointments

We invest in the latest technology to allow our patients to make or reschedule appointments easily. Our appointment system supports timely access to care and treatment, allows patients to access services at a time that suits them and minimises the length of time people have to wait. Appointments can be made online <https://aeronacclinic.co.uk/pp/portal/clinic/MTk2/login> or rescheduled by calling our dedicated appointments line on 020 8368 0924

Reminders

Reminders are sent to patients 5 days before any appointment with a second reminder sent the day prior. Patients are requested to inform the practice of any changes to their contact details.

Cancellation or delay of an appointment by the practice

We will only cancel or delay a patient's appointment in unavoidable circumstances. In such cases, we will take the following steps:

- The patient will be contacted as soon as the practice is aware of the need to cancel or delay the appointment. We will explain the reason for the cancellation or delay
- At the time of contact, the patient will be offered a new appointment at the earliest time available
- If the patient is unable to commit to a new appointment during that contact, we will ask them to get in touch at a later time, when we will offer them a priority appointment

Cancellation of an appointment or missed appointment by a patient

Should you need to reschedule your appointment, patients are requested to give at least 24 hours' notice by calling 020 8368 0924 or emailing dental@eyesandsmiles.co.uk

Please note, in accordance with our Missed or Late Cancellation Policy, there may be a charge for late attendees or those that have missed or cancelled an appointment at short notice.

Please also note, should a patient arrive more than 10 minutes late for their appointment, they may be asked to reschedule and a new deposit may be required.

It is our aim to telephone or write to patients after a missed appointment to understand the reason for non-attendance and to inform them about any fees that may fall due or any impact this may have to their dental care. We understand that cancellations are sometimes unavoidable due to illness or emergencies and we will take account of all valid circumstances.

Any appeals about missed or cancelled appointment decisions by a patient should be made in writing to the Practice Manager, Nicola Walker.