

Information on Missed Appointments and Short Notice Cancellations

Fair Pricing

At Quay Dental fair pricing is an important part of our ethos. We want the fees that we charge you as a patient to be great value to you in addition to reflecting a fair price for our skills, experience and investment in training, technology and high quality materials.

When calculating our fees we take into consideration the day-to-day running costs (such as wages, rent, electricity, etc.) and the chair time we have available to provide care to our patients. Consequently if our appointment books are busy we are able to keep our fees lower.

Help us to help you

For us to maintain our fair pricing structure, along with our commitment to helping you stay healthy with great looking teeth that function for life, we need your help.

When we have an appointment scheduled together, we have that time reserved especially for you. We work hard to make sure nothing gets in the way of that. We need to make sure that your appointments are set at times when you have the least likelihood of any type of delay or interruption to your schedule. We also suggest you note appointment times on your calendar. That way if a potential conflict comes up, you can say that you have a prior commitment. We find that patients who prioritise their health by committing to appointments as recommended prevent more complicated problems occurring and make savings on the cost of dental care in the long term.

Late Cancellation and Failed Attendance Policy

Cancelling an appointment at short notice usually means that we are unable to re-allocate the time to another patient resulting in space in our appointment diaries. We have the following system for appointment cancellations to maintain fair pricing:

We will endeavour to reallocate the time to another patient. If this is not possible we have the following policy which also applies to non-attendance to a scheduled appointment.

1. In the first instance of a short notice cancellation, we will give you the opportunity to rearrange the appointment. We will cover the overhead costs and ensure your dental care team are paid.
2. In the second instance of a short notice cancellation, a charge will be made based on our day-to-day running costs per surgery; this is calculated at a cost of £2 per minute of appointment duration. Whilst this charge will not fully cover the cost of the lost treatment time it will allow us to partly cover our overheads which helps to prevent raising our prices unnecessarily. There may also be a discretionary charge levied by your treating Clinician. This is in addition to the charge made by the practice.
3. In the third instance of a late cancellation, a charge will be applied as above. We also reserve the right to refuse to reserve any further appointment time in our diaries and/or request a full non-refundable pre-payment of all future appointments, paid at the time of booking.

Late cancellation charges must be settled within 14 days of the appointment date, and before booking another appointment.

Understanding

We appreciate your understanding of our appointment cancellation policy in helping to run an efficient appointment system. We will always take exceptional circumstances into account if the unforeseen happens and on the rare occasion you have the need to cancel an appointment at short notice.

If you wish us to consider exceptional circumstances with a late cancellation simply write to us within 7 days of the appointment date, outlining these circumstances and enclosing any supporting evidence.

Each case will be considered individually, and we will contact you within 28 days informing you of the outcome, if necessary, crediting any fees incurred and paid.