

Missed Appointment (Did Not Attend) Policy

At our practice, appointment times are reserved especially for you. Missed appointments or late cancellations prevent us from offering that time to other patients.

What counts as a missed appointment?

A missed appointment (DNA) occurs when you do not attend your appointment, cancel or rearrange without giving at least **24 hours of working time's notice**, or arrive too late for your appointment to be accommodated.

Cancellation notice period

- A minimum of 24 hours of working time is required.
- Working time refers to normal practice hours, Monday to Friday.
- Weekends and public holidays do not count.

Late arrival

- If you arrive more than **10 minutes late** for your appointment, we will make every effort to see you if clinical time allows.
- If it is not possible to safely accommodate your appointment due to late arrival, the appointment may be cancelled and treated as a missed appointment.
- In these circumstances, the missed appointment charge will apply.

Children under 16

- Children under the age of 16 will not be charged for their first **two** missed appointments, provided each appointment was **30 minutes or less**.
- After two DNAs, or for appointments longer than 30 minutes, missed appointments for children may be charged at the **same rate as adults**.
- Parents or legal guardians are responsible for any charges incurred.

Adults (16 and over)

- The first missed appointment will not be charged if the appointment was 30 minutes or less (applies once only).

Charges

- £1 per minute of the booked appointment time
- Maximum charge £60 per appointment

Charge examples

- 20-minute appointment → £20
- 45-minute appointment → £45
- 75-minute appointment → £60 (maximum)

Payment

- Charges must be settled before further routine appointments can be booked.
- Charges are not covered by the NHS or dental insurance plans.

Exceptional circumstances

Missed appointment charges may be waived at the practice's discretion in exceptional circumstances.

Repeated missed appointments

Repeated failure to attend appointments may result in the patient being removed from the practice list or deregistered, in line with NHS or practice policies. Written notice will be provided where applicable.

By booking an appointment with us, you agree to this policy.