



# DONOVAN'S

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## D E N T A L P R A C T I C E

### **Cancellation & Missed Appointment 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 had to introduce an appointment cancellation policy.

If your appointment time becomes inconvenient for you, we are always happy to change it, if you provide us with at least 24 hours' notice, This allows us to schedule in a patient who may be in urgent need of our care. Cancellations should be made by telephone: 01798 343552, leaving a message if the practice is closed, alternatively by email [donovansdental@tiscali.co.uk](mailto:donovansdental@tiscali.co.uk)

Failure to provide us with 24 hours' notice will result in a cancellation or no show fee. The fee is based on the length of the appointment at the cost of £1 per minute of appointment missed.

It is understandable that sometimes cancellations cannot be helped due to illness or emergency and we will take all valid circumstances into account. Any appeals about missed or cancelled appointment decisions by a patients should be made in writing to Jayne Donovan, the practice manager.

We offer an appointment reminder service to all patients, please ask our reception team to be included in the service.

We thank you for your cooperation and understanding.

Jayne Donovan  
**Practice Manager**