

Appointment Management and Cancellation Policy

Clear, fair arrangements for booking, changing and missing appointments.

1. Purpose

We aim to use clinical time fairly and effectively while recognising that illness, emergencies and unexpected events can affect appointments. This policy explains how appointments, cancellations and missed appointments are managed.

2. Making and managing appointments

Appointments can be made or rearranged by calling 01872 241955. New-patient appointments can also be booked through our secure online booking service at thetreatmentcentre.portal.dental.

A pre-payment may be required for some new-patient, urgent-care or hygiene appointments. If this applies, the amount and terms will be explained before the appointment is confirmed.

3. Reminders

We may send appointment reminders by text, email or telephone. Reminders are a courtesy and patients remain responsible for attending or cancelling their appointment. Please tell us promptly if your contact details change.

4. If the practice must change an appointment

We only cancel or delay an appointment when this is unavoidable. We will contact the patient as soon as reasonably possible, explain the situation and offer another suitable appointment. Urgent clinical needs will be considered when rearranging care.

5. If a patient needs to cancel

Please give at least 48 hours' notice whenever possible by calling 01872 241955 or emailing info@thetreatmentcentre.co.uk. This gives us a reasonable opportunity to offer the time to another patient.

We understand that short-notice cancellations can be unavoidable. Illness, emergencies, disability, caring responsibilities and other relevant individual circumstances will be considered fairly.

6. Missed or late-cancelled appointments

For private appointments, a fee may apply where an appointment is missed or cancelled with less than 48 hours' notice. Any fee will reflect the clinical time reserved and will be explained clearly. Pre-payments may be retained or credited in line with the terms provided when booking.

We do not charge NHS patients for missed appointments. Repeated missed or late-cancelled NHS appointments may affect whether the practice can continue or complete non-urgent NHS care, subject to applicable NHS requirements and consideration of the patient's circumstances.

7. Fair and accessible application

We will take reasonable steps to understand why an appointment was missed and whether communication or accessibility support is needed. Decisions will not be discriminatory and will take account of safeguarding, vulnerability and urgent dental need.

8. Questions or review

Questions or requests to review a decision should be addressed to the Practice Complaints Manager using the contact details below. Our complaints procedure is available from the practice and on our website.

Privacy and policy contact
The Treatment Centre
1st Floor, Tinner's Court, Back Quay
Truro, TR1 2LL

Joint Principals
Dr Anna Taylor and Dr Oliver Turner
01872 241955
info@thetreatmentcentre.co.uk