

The logo for The Minster Dental Centre features a stylized blue 'M' inside a circle, positioned to the left of the text 'The Minster Dental Centre'.

The Minster Dental Centre

Lower Kirklington Road. Southwell, Nottingham NG25 0DN

FAILURE TO ATTEND APPOINTMENTS AND SHORT NOTICE CANCELLATIONS

Patients who fail to attend their appointments are on the increase and this costs not only the Minster Dental Centre but unfortunately our other patients. Missed appointments are very wasteful of clinical time and prevent other patients from accessing appointments. If the appointment is cancelled with more than 24 hours' notice we will make no charge and reschedule your appointment at a time more convenient to you.

We feel that it is fair to charge individuals who have failed to attend rather than to increase treatment and Denplan charges to all our customers who do regularly attend. Patients will be charged 50% of the full private fee for the missed or late cancellation appointment. Another appointment will not be made until this fee is paid.

We would however like to bring to your attention the reminder facility we have in place. A text message is sent to your mobile or home number the day before your appointment. For this service the reception staff will ask which telephone you wish to be reminded on and take the necessary information and record in your records. Please note that this service is free of charge as we are committed to helping our patients.

A E Thompson
Practice Manager
Minster Dental Centre