Missed appointments and late arrival

Approved policy | Web edition updated 22 November 2026

Please arrive in time for your appointment and tell Blue Dental Care promptly if you are delayed. This helps us provide safe care and keep appointments available for other patients.

If you are late

Call 020 7274 3085 as soon as you can. The clinician will consider whether there is enough time to provide your planned care safely. We may need to shorten or rearrange the appointment; we will explain the options.

There is no automatic entitlement to extend an appointment into another patient's time.

If you miss an appointment

Contact us to discuss what happened and to arrange any necessary care. Please keep your contact details up to date. Appointment reminders are a courtesy and do not replace your responsibility to remember the booking.

We do not charge for missed NHS appointments. Private appointments are paid in full at booking; our cancellation policy explains full-fee forfeiture for late cancellation or non-attendance and the hygiene-cleaning substitution option.

Two occasions within three months for NHS appointments

If you miss an NHS appointment or cancel with less than 24 hours' notice on two occasions within a three-month period, we may review and end your future NHS appointment arrangements at this practice. A combination of missed visits and late cancellations counts. This is our practice threshold, not a national NHS rule.

Prabakar, Manager, makes the decision after considering the reasons, previous communication, disability or communication needs, reasonable adjustments, clinical urgency and safeguarding. This is an individual review, not automatic discharge.

Whenever a patient rebooks after a missed appointment or late cancellation, reception advises them about the attendance incident and reminds them of this policy. At the review threshold, the patient can explain their circumstances to the Manager. Any ongoing treatment or immediate care needs are considered with the treating clinician.

If we decide to end future NHS appointments, we will explain the reasons in writing, address any ongoing treatment and immediate care needs, and explain how to seek care elsewhere. We will refund any unused NHS balance after accounting for treatment already provided under NHS rules.

You can ask the Manager to reconsider by emailing mail@bluedentalcare.co.uk or writing to the practice, explaining why you missed or cancelled the appointments. Reinstatement is not guaranteed. We will tell you the review outcome. If the decision is upheld, you will need another practice for future routine NHS treatment; see NHS dentist finder.

Children and people who need support

Where a child or a person who relies on another person for care is not brought to an appointment, we consider their welfare and any safeguarding concerns. Please tell us about practical difficulties so that we can discuss support.

If you wish to make a complaint about the process or decision, email complaints@bluedentalcare.co.uk or use another route in our complaints procedure. Making a complaint will not itself affect your care.

Approved by Prabakar, Manager. Effective 28 September 2026. Next review 28 September 2027. Manager title updated for this web edition on 22 November 2026.