

Appointments Policy

Our policy for failed or cancelled appointments:

A significant amount of valuable clinical time is wasted when an appointment is not attended; time which could otherwise have been allocated for the treatment of other patients.

CANCELLED appointments will not usually incur any charge, so long as we are informed more than 48 hours before your appointment. This gives us time to offer the appointment to another patient. Cancellations made with less than 48 hours notice will incur a £50 charge.

FAILED private appointments will incur a charge, which needs to be settled before further appointments can be made.

If private appointments are repeatedly failed or cancelled at short notice, we may ask for further appointments to be paid for in advance, where the full cost of the time allocated is paid on booking. In these cases, the appointment fee would be charged whether or not you are able to attend.