

(Practice Name)

(Practice Address)

(Practice phone, email)

(Date)

Dear (Patient),

I was wondering whether you would be willing to help me out.

As I hope you are aware, we love having you as one of our valued patients. I appreciate the trust you place in me and my team to provide the services and treatments that help you maintain a healthy body.

Something you may or may not be aware of is the impact on the practice when patients either fail their appointments, cancel with little notice or arrive late to the agreed appointment. Failed appointments and late cancellations result in a missed opportunity for other patients to use that time while our wonderful team sits idle (and annoys our receptionist!). Arriving late to your appointment has a knock-on effect to the rest of the session as we then run late for each subsequent patient.

And you know that you don't like waiting for your appointment, caused by another patient not turning up on time.

(Patient), your previous three appointments are an example:

1. (specifics)
2. (specifics)
3. (specifics)

I appreciate that patients may be unaware of our expectations with appointment management. A system that we find helpful is:

- If you cannot attend your appointment, provide the practice with as much notice as possible, ideally 24 hours' notice.
- If you find it routinely difficult to arrive on time to appointments, have a discussion with us so we can help you in terms of day and/or time of your future bookings.

Please be assured that in cases of real emergency, we are delighted to accommodate whatever you need.

Ensuring my team consistently and successfully deliver our high standard of patient care is our paramount aim. I ask that you help us to help you by making some small changes to your management of your dental appointments with us.

If you would like to discuss this with me personally, please call me on my mobile (0000 000 000).

Kind regards,

Dr Dentist