



## **Appointment Cancellation Policy:**

- At Dev's Dental Practice we are committed to providing our patients with excellent care. To allow this it is essential for patients to attend appointments consistently.
- To cancel an appointment, we require at least 24 hours' notice. If you fail to attend or cancel within 24 hours of your appointment, you will be taken off our NHS register.

Private patients: if you fail to attend or cancel within 24 hours of your appointment, you will lose your non-refundable deposit.

- This allows us to offer the appointment to someone else in need.
- If you miss or late cancel 2 appointments within a 2-year period we will not be able to offer you further appointments.
- If you have not attended an exam appointment in the last 2 years, we will not be able to offer you further appointments.
- To cancel an appointment call us on 01325 53891. You can also e-mail us on [darlington@devsdentalpractice.co.uk](mailto:darlington@devsdentalpractice.co.uk) To cancel a Monday appointment, please call the practice by 1.00pm. on the Friday before.
- SMS appointment reminders are sent as a courtesy. Please note that failure to attend due to not receiving a text message will not be considered a valid exception of our policy.
- Parents/ Guardians/ Carers of children (under 18 years old) who are not brought to appointments will receive letters as part of our safeguarding procedure. If children are consistently not brought to appointments, the practice will contact social services as this may be deemed as child neglect.

Family appointments are set up to provide care for multiple members of the household in one visit. Missed or cancelled family appointments impact a significant amount of NHS clinical time. If you have booked a family appointment, but need to cancel, we would require a minimum of 48 hours' notice. Failure to adhere to this family policy will result in deregistration for Dev's Dental Practice.

