

## Appointment Cancellation Policy

- At Neasham Road 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.
- 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 466766. You can also e-mail us on [info@neashamroaddentalpractice.co.uk](mailto:info@neashamroaddentalpractice.co.uk).
- To cancel a Monday appointment, please call the practice by 2.00pm. 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.