



FAILURE TO ATTEND APPOINTMENT

LEAFLET

We aim to provide all our patients with the best possible service and to achieve this we need your co-operation.

If you are unable to keep your appointment, please make every effort to cancel it in advance so that it may be offered to someone else. Non- attendance and cancellations at short notice without a valid reason deprives other patients of essential medical services.

Appointments are often wasted due to people not attending. Over 100 appointments per month are being wasted due to this. These are all appointments that could have been used by other patients.

LATE FOR YOUR APPOINTMENT?

A common reason for GP's running late is that some patients do not attend on time. Please note, you may not be seen if you are more than 10 minutes late for your appointment. If you are late, it is likely



that you will be asked to make another appointment. This is to ensure we run our appointments on time and people who have arrived on time are seen in a timely manner.

PLEASE ENSURE YOU ARE ON TIME TO ALL APPOINTMENTS!

POLICY FOR FAILURE TO ATTEND

The first time a patient fails to attend a booked appointment we will send a DNA (did not attend) text or letter reminding them in future they must cancel appointments in advance if unable to attend.

The second time a patient fails to attend a booking we will send a DNA (did not attend) text and letter reminding them in future they must cancel appointments in advance if unable to attend.

The third time a DNA has occurred within a 12-month period, the practice will request a meeting with the patient and one of the GP partners to either, mutually agree a way forward to managing better the patients care needs, or where there is a breakdown of doctor/patient relationship support them to register with another practice.

Mrs Julie Wooton Partner