

**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 need to wait to be seen (sometimes this may be at the end of the surgery). 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 them a DNA (did not attend) text or letter reminding them in future they must cancel appointments in advance if unable to attend.

After **three failures to attend** we will send a text message or a letter to advise the patient to re-register with another practice.

To avoid being send a DNA letter/text please ensure that you cancel your appointment at least **1 hour before the appointment time**. Anything cancelled after this time will still count as a DNA and the policy for failure to attend will still count with a letter/text being sent.