

## **MISSED APPOINTMENTS**

**DUE TO THE NUMBER OF PATIENTS FAILING TO ATTEND FOR THEIR APPOINTMENT THE PRACTICE HAS HAD TO IMPLEMENT A POLICY IN AN ATTEMPT TO TRY AND RESOLVE THIS.**

**WE RECORD THE NUMBER OF 'DID NOT ATTENDS' ON A WEEKLY BASIS AND FIGURES ARE PUBLISHED IN THE SURGERY. ON AVERAGE WE CURRENTLY LOSE UP TO 15HRS OF APPOINTMENTS PER WEEK WHICH I AM SURE YOU WOULD AGREE IS AN UNACCEPTABLE LEVEL.**

**IF YOU FAIL TO ATTEND APPOINTMENTS WITHOUT INFORMING US WE WILL WRITE TO YOU ASKING IF THERE ARE ANY SPECIFIC PROBLEMS PREVENTING YOU FROM LETTING US KNOW AND REMINDING YOU TO CANCEL APPOINTMENTS THAT YOU KNOW YOU ARE UNABLE TO ATTEND. THIS WAY THESE APPOINTMENTS CAN BE GIVEN TO OTHER PATIENTS THAT NEED THEM.**

**IF YOU REPEATEDLY FAIL TO ATTEND FOR APPOINTMENTS YOU WILL RECEIVE A FURTHER LETTER STRONGLY ASKING YOU TO CANCEL YOUR APPOINTMENTS IF YOU ARE UNABLE TO ATTEND. IF YOU CONTINUE TO MISS APPOINTMENTS DESPITE OUR REMINDERS YOU MAY FINALLY BE REMOVED FROM THE PRACTICE LIST AND HAVE TO FIND AN ALTERNATIVE GP PRACTICE.**