



Failed Appointments Policy

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

If you are unable to keep your appointment, please make every effort to cancel it well 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 our services.

Appointments are often wasted as people do not attend. Over **25** appointments per month are being wasted. These appointments could have been used by other patients.

POLICY FOR FAILURE TO ATTEND

The first time a patient fails to attend a booked appointment we will send a letter or E-mail reminding them that in future they must cancel appointments if they are unable to attend.

After **two** failed to attend letters or E-mails we will advise you that we will **(no longer be able to treat you as an NHS patient/ Unable to book further appointments without prior payment to secure the appointment)**

To avoid being sent a Failed to attend letter please ensure that you cancel your appointment a minimum of **24** hours before the appointment time. Anything cancelled after this time could count as a failed appointment.

Approved By: Dr Thanusha Raajanathan

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