

## **Non Attendance of Appointments**

Approximately 100 pre-booked appointments per month are not attended by patients. This means they haven't turned up & do not contact the practice to cancel or change the appointment.

This has the following effects:

- an increase in waiting time for appointments
- frustration for both patients and staff
- a waste of resources

It is the policy of this practice to adopt the following approaches when dealing with non-attendance;

- if a patient does not attend their first appointment then they will receive a letter from the practice manager, subsequent non-attendance means they will be removed from the list with no notice & registration forms will be destroyed
- if a patient cancels at the last minute without at least 1 hours notice this will be recorded as a non-attendance
- if a patients fails to attend 3 appointments within a 12 month period then the patients will be written to and warned that any further non-attendance will result in their removal from the list

**THIS POLICY IS SUBJECT TO CHANGE AT THE DISCRETION OF THE PARTNERS OR PRACTICE MANAGER**