

## PATIENT NON-ATTENDANCE POLICY

In a typical month, two hundred plus appointments are wasted due to non-attendance. The practice, has therefore introduced a policy to deal with patients who repeatedly do not attend (DNA) or fail to cancel an appointment they cannot (or do not wish to) keep. Failure to attend or cancel the appointment results in reduced availability for other patients and wasted clinical time.

- If a Patient misses 3 appointments in any 6 month period they risk being removed from the Practice list. After missing 2 appointments in any 6 month period they will be sent a warning letter explaining why it is important to attend and that they are preventing other NHS Patients from receiving care.
- **Persistent offenders who do not have a valid reason for failing to attend will be removed from the Practice list.**

The Practice will endeavor to work with patients, where necessary, to avoid further occurrences and take into account personal circumstances.

**You can cancel an appointment by telephoning the Practice on 0161 983 9166, by letter or in person by calling into Reception at either site. Alternatively, if the Practice has your mobile number you will receive a text message to remind you of your appointment - a simple reply stating CANCEL to the number provided will automatically cancel the appointment for you.**