



D O'CONNOR & ASSOCIATES PRACTICE POLICY ON MISSED/BROKEN APPOINTMENTS (NHS)

Please give **at least 24hrs notice** if you need to cancel an appointment.

As per NHS policy we do not charge for missed NHS appointments. However if you miss or late-cancel **2 or more** appointments in a 2-year period you may be removed from the practice list and no further NHS treatment will be offered.

Unfortunately a large percentage of new patients miss their first appointment. We will not offer a second appointment to new patients who miss their initial appointment.

In 2017 this practice had 829 missed appointments, totalling 237 lost hours of clinical time or 30 working days of lost appointments.

Missed appointments are very disruptive to the day to day running of a practice. They clog up times when we may be able to see emergency patients and needlessly increase the waiting period for other patients.

We send sms txt reminders to remind patients of upcoming appointments. This is a courtesy service and failure to receive a reminder message, for any reason, will not be deemed a valid excuse for missing an appointment.

We understand that illness and emergencies do occur and we will listen to the circumstances and try and do the fair thing.