

Missed Appointments Policy



Failing to turn up for an appointment and not contacting the surgery to cancel it has an adverse effect on other patients and the smooth running of the surgery. It leads to:

- A waste of resources
- Frustration for both staff and patients
- An increase in the waiting time for appointments
- A potential risk to the health of a patient

1. If a patient fails to attend a pre-booked appointment on one occasion, an informal warning letter will be sent to the patient (Appendix A). This letter will be printed by the Duty Receptionist and posted to the patient.

2. If the patient fails to attend another appointment within a 12 month period, a formal warning letter will be sent reminding them that should they miss another appointment they risk being removed from the practice list (Appendix B).

3. If the patient fails to attend 3 appointments within a 12 months period, this patient's details will be brought to the Partners' attention by the Practice Manager. The Partners will make a decision as to whether the patient is removed from the list.

Warning letters are only valid for a period of 12 months. Removal based on warnings greater than 12 months old will be invalid. In such a scenario only the missed appointments within a 12 month period may be reviewed to determine which stage of the policy should be applied.

Identifying missed appointments and sending out letters

The administration team will send out the first and second warning letters and inform the Practice Manager if a third letter (Appendix C) is needed.

Removing Patients from the Practice List

This decision can only be made in consultation with the Partners.

If the decision is made to remove the patient from the registered list a Partner should write to the patient explaining the practice decision and advise them to register with an alternative practice (Appendix C)

Once a decision has been made, the administrative team will inform the Health Board and request the deduction of the patient from the registered list.