

Missed Appointments

To CANCEL an appointment:

- **In person or call surgery on 01708 460180 (8am-6:30pm Mon to Fri)**
or
- **Register for Patient Online Access – to book & cancel appointment**
or
- **TEXT** the date of appointment along with your name and date of birth to: **07387 708222**

Please CANCEL appointment at least 1 hour before appointment

Missed Appointments Policy

A number of patients are failing to attend their appointments, and therefore practice has developed the following policy

If you fail to attend appointments without informing us, we will write to you to make you aware and to request you to cancel appointment at least 1 hour before if you are unable to keep it

If you repeatedly fail to attend appointments, you may be removed from the practice list and will have to find an alternate GP practice

WASTED APPOINTMENTS PER MONTH: 300 to 350 did not attend

This equates to 50-60 hours per month of clinicians' time not utilised due to missed appointments