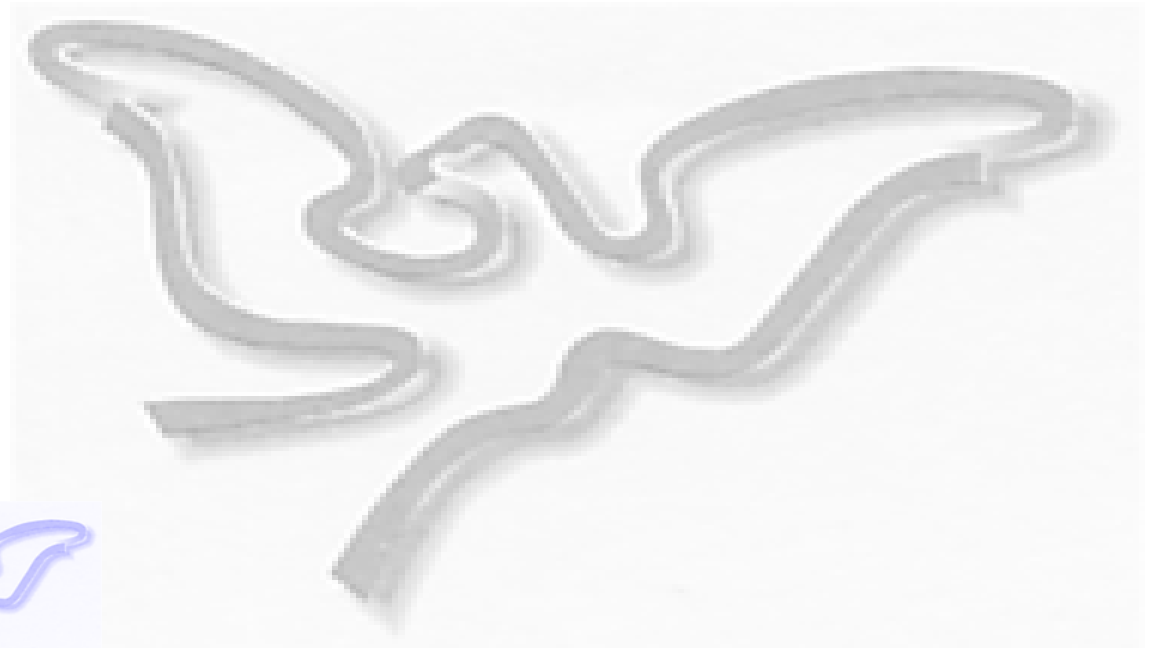




CUMBERLAND HOUSE

PRIMARY HEALTH CARE CENTRE



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**MISSED
APPOINTMENTS**

Why we have a policy for missed appointments

Approximately 150 appointments per month are 'Did Not Attend' (DNA), ie the patient does not turn up for the appointment and does not contact the surgery in advance to cancel/change the appointment. The effects of these are: -

- An increase in the waiting time for appointments.
- Frustration for both staff and patients.
- A waste of resources.

In an attempt to try and resolve this the practice has developed the following policy.

The Policy

If you fail to attend two consecutive appointments at the surgery without informing us we will write to you asking if there are any specific problems preventing you from letting us know. This letter will advise you that any further recurrence will result in you being removed from the practice list.

If after receiving this letter you fail to attend a further appointment the matter will be discussed at a Practice Meeting. A majority agreement will be reached as to whether you will be removed from the

practice list. In this case a formal letter will be sent to you advising that you have been removed from the practice list, and asking you to find an alternative GP practice.

How Long is the Warning Letter Valid For?

Warning letters are valid for a period of 12 months.

Removals based on warnings greater than 12 months old will be invalid—in this case a further formal warning and period of grace will be required..