

THE SPITALFIELDS PRACTICE

FAILURE TO ATTEND APPOINTMENT LEAFLET



We aim to provide all our patients with the best possible service and to achieve this we need your cooperation.

If you are unable to keep your appointment, please make every effort to cancel it well in advance so that it may be offered to someone else. Non-attendance and cancellations at short notice without a valid reason deprives other patients of essential medical services.

Appointments are often wasted as people do not attend. Over 300 appointments per month are being wasted. These appointments could have been used by other patients.

LATE FOR YOUR APPOINTMENT?

A common reason for GPs running late is that some patients do not attend on time. Please note, you may not be seen if you are more than 10 minutes late for your appointment. Also, if you are late for your appointment you may have to wait until the end of surgery to be seen. This is to ensure we run our appointments on time.

Please make sure you are on time in the future.

POLICY FOR FAILURE TO ATTEND

The first time a patient fails to attend a booked appointment we will send them a DNA (did not attend) letter reminding them that in future they must cancel appointments if they are unable to attend.

After three failure to attend letters we will consider advising you to register with another surgery.

To avoid being sent a DNA letter please ensure that you cancel your appointment a minimum of an hour before the appointment time. Anything cancelled after this time could count as a DNA.