

Failure to Attend Policy

The first time a patient fails to attend an appointment, we will send a failure to attend letter reminding them that in future they must cancel appointments if they are unable to attend.

If there is a failure to attend within a six month period subsequent to this, a further letter will be sent advising that if the patient continues to miss appointments, they will be invited to discuss this further with the Practice Manager.

If a patient continues to miss appointments, this could constitute a breakdown in the professional relationship. The Practice therefore, reserve the right to remove them from the Practice list and request that they register with another Practice.

To avoid being sent a failure to attend letter, please ensure that you cancel your appointment at least one hour before the scheduled appointment time. Anything cancelled after this time, will be recorded as a failure to attend and a letter will be sent.