

GLEBE MEDICAL CENTRE

Lateness Policy

We understand that sometimes circumstances can make patients late for their appointments. However, patients have a duty to attend for pre-booked appointments promptly, and to take into account logistical difficulties or the time involved in travelling to the surgery.

We therefore operate the following system.

If a patient is up to 5 minutes late, the Doctor/Nurse will see them. If a patient is more than 5 minutes late, the receptionist will call the Doctor/Nurse to inform them that the patient has arrived.

They may or may not be seen, it is up to the Doctor/Nurse's discretion and may only be at a convenient time at the end of surgery.

Patients do of course have the option of re booking at a more convenient time if they cannot wait and their problem is not urgent.

Clinical Lateness

The practice is committed to clinics running to time where possible, yet also acknowledges that from time to time, delays will occur. In this case, the Practice aims to inform patients at the earliest opportunity from the point at which the delay becomes significant.

The receptionist will inform each patient in reception that there is a delay and of how long. There is also a poster in the waiting area asking patients that have waited for more than 20 minutes to be seen to inform the reception staff as soon as possible.

When is a clinic 'late'?

The practice defines significant delay to be where a patient is likely to be seen 20 minutes or more after their appointment time. The most common reasons for this is that a clinician has been held up with a previous patients as their appointment has overrun the allocated 10 minute slot or a nurse has been asked to perform an urgent blood test or ECG on an acutely ill patient.

The receptionist should endeavour to inform all patients affected of the delay, and if appropriate, the reason (e.g. unforeseeably held up with previous patient).

Patients who come to reception to book into a clinic that is already running behind should be informed at this stage by the receptionist.

Where a clinician is running 'late' patients should be given the option to re-book, and should they choose to, be given priority where possible.

In certain circumstances where other clinicians have finished their surgery, they will endeavour to see those patients who have chosen to wait.

Thank you for your understanding.