

KIRKVIEW MEDICAL PRACTICE

Missed Appointments

Due to an increase in the number of wasted appointments through patients failing to attend appointments, or missing telephone consultations without informing the surgery, it is unfortunate but necessary for us to implement the following policy.

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| If you miss <u>1 appointment</u>: | You will receive an informal reminder letter, about this policy |
| If you miss <u>2 appointments</u>: | You will receive a formal written warning, advising of next steps which may include the removal of you, and any family members from our practice list |
| If you miss <u>3 appointments</u>: | You may be removed from our practice list, and you will have to obtain the services of another GP practice within the local area |

If you cannot attend your appointment, or are unable to be available for a telephone consultation, please let us know as soon as possible, as this will give us the chance to offer the appointment to someone else who may be in desperate need for clinical help

Missed appointments waste NHS resources and cause significant delays in treatment for other patients

Thank you for your consideration and cooperation