



## Arriving for appointments and Cancellations

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We aim to see patients at the time of their appointment, and work hard to try to achieve this.

However, we need your help for this to happen. Please remember

- To **arrive at least 5 minutes before** your appointment time to allow time to get into the building and to be booked in by reception. If you have forms to complete before your appointment, then please allow more time, so that you are ready when you are called to see the doctor/nurse.
- Our Practice has a text message reminder system. Please make sure that, if you have a mobile phone, you tell us your number so that we can send you a reminder the day before your appointment.
- To **report to reception** for the receptionist to log you as arrived on the computer screen, or **auto-arrive yourself on the touch screen** in front of reception. Otherwise the doctor or nurse will not know you are here. If you do not tell us you are here, you may miss your appointment and have to re-book.
- If you arrive more than 5 minutes late but less than 10 minutes for your appointment, the receptionist will message a doctor if they can see you. A doctor will try and see you if possible, however might ask you to rebook instead.
- Patients who arrive late for appointments may need to wait longer to be seen, as the doctor or nurse may need to fit them in around patients who have arrived on time.
- If you are late for your appointment 10 minutes or over, you will need to re-book the appointment. You will not be asked to re-book for another day if your appointment is urgent in nature, but you may need to sit and wait for the duty doctor to become available.

- Usually appointments are for only 10 minutes. If you think you need longer with the doctor or nurse, please ask for advice when making your appointment

Please bear in mind the doctor has other patients to see, and consulting with patients who arrive late will mean the surgery will not run to time.

We are aware that, at times, doctors may be running late because a particular consultation has taken more time than expected as people might need emergency treatment, or need longer of our time, and we appreciate your patience if this happens. We will try to inform you if your doctor is running late. We are sorry when this causes delay to other patients.

### **Appointments Cancellation**

- If you are unable to make your appointment, please cancel your appointment as early as you can. This way another patient in need can be seen by a doctor.
- Missed appointments at this practice cost the NHS considerable amount of money in unused clinicians' time, and wastes over 1,000 appointments per year.
- Patients arriving late for appointments can cause our clinicians to run late and inconvenience other patients. We appreciate your consideration.

You can cancel your appointment by:

- Text back CANCEL to an appointment confirmation text
- Call the reception on 020 3049 4888
- Send an email to [lamccg.exchangesurgeryreception@nhs.net](mailto:lamccg.exchangesurgeryreception@nhs.net) (please note we need at least 12 hours' notice)
- Login to Patient Access account and cancel the appointment

If you continue missing your appointments without prior cancellation, the practice might need to consider remove you from our practice list.