

## Failing to Attend /Late Cancellation of Private Appointments Policy

Every year we lose valuable surgery time because of patients failing to attend their appointments, or cancelling at short notice (less than 24 hours). This makes it more difficult for us to accommodate our patients in need of urgent treatment, for existing patients to book appointments and for new patients to register here. It also costs the surgery a considerable amount of money.

### **Missed Appointment Charges**

To cover the surgery running costs, a charge £1.50 per minute will be made of for appointments that have been missed or cancelled at short notice. *(For example, a missed 30 minute appointment will incur a charge of £45.)*

Discretion may be used if there is a good reason for the appointment being missed.

As with all medical facilities, we aim to see our patients on time but due to the nature of health care, this is not always possible. However, if a patient turns up late for their appointment so that treatment cannot be carried out, this will be regarded as failing to attend.

### **Text and Email Reminders**

Text and email reminders are available for all appointments. If we have your mobile phone number and email on file, reminders can be sent to you a few days before and on the morning of your appointment. All messages sent by our system are logged when successfully sent. It is your responsibility to check your messages and to ensure that we are informed of any changes to your contact details. We will assume that you have received your reminders if it has been logged as successfully sent.

**Please note, messages are sent out of courtesy, not necessity. It is your responsibility to turn up on time for an appointment. Failure of the messaging system for any reason is not sufficient reason for failing to attend or turning up too late for treatment.**

*Please note this policy also applies to NHS patients attending for private treatment.*