



## Missed Appointments

We do strive to give the most suitable appointments for all patients registered at the practice, and accommodate emergencies on a daily basis. Missed appointments cause a loss of clinical time, which makes it more difficult to manoeuvre the day. This can also lead to the delay of treatments for others.

Reminders are sent out by post, as a courtesy, two weeks before the appointment is due. When reading through your medical history form during your appointment, please ensure that we have the correct address and telephone number(s) for you.

The table below lists the amount of clinical time that was lost due to missed appointments alone in a recent three month period:

Month	Clinical Time Lost
November 2019	5 hours and 30 minutes
December 2019	55 minutes
January 2020	3 hours and 20 minutes
<b>Total</b>	<b>9 hours and 45 minutes</b>

Missed appointments and short notice cancellations are charged at the rate of £1.70 per minute of clinical time lost.