



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, email and/or sms message before the appointment is due. When reading through your medical history form during your appointment, please ensure that we have the correct address, email address and mobile telephone number(s) for you.

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

Month	Clinical Time Lost
September 2024	4 hours and 15 minutes
October 2024	2 hours and 20 minutes
November 2024	2 hours and 45 minutes
Total	9 hours and 20 minutes

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