



### **CANCELLATION AND MISSED APPOINTMENTS POLICY: NHS PATIENTS**

We require 24hours notice to cancel an appointment. Cancellations on the day are classed as short notice cancellations and maybe classed as a missed appointment depending on the time of the appointment.

Welsh Government and NHS Guidelines allow us to de-register patients who:

- fail to attend two consecutive appointments, or
- fail to attend or short notice cancellation (less than 24hrs) 3 times over the last 6 booked appointments.

You will receive a warning letter on your first missed appointment, and you will then receive a de-registration letter for any further missed appointments.

### **CHILDREN'S MISSED APPOINTMENTS**

We will contact the parent/guardian to ask the reason for not bringing the child to the appointment as this needs to be documented. A letter will also be sent confirming the next booked appointment.

Any further or consecutive missed appointments may result in us having to contact other health care professionals to discuss concerns regarding the welfare of the child in concern.

### **CANCELLATIONS AND MISSED APPOINTMENTS POLICY: PRIVATE PATIENTS.**

We require 24hours notice to cancel an appointment. Cancellations on the day are classed as short notice cancellations and maybe classed as a missed appointment depending on the time of the appointment.

Private appointments are paid for upfront, or a deposit is taken for each booked appointment. If the appointment is cancelled at short notice or the appointment is missed, then the deposit or a portion of the cost of the appointment could be forfeited. You maybe required to pay again before booking your next appointment. Repeated short notice cancellations or missed appointments may result in no further appointments being offered at the practice.

**MISSED APPOINTMENTS WASTE NHS RESOURCES AND CAN CAUSE SERIOUS DELAYS IN TREATMENT FOR OTHER PATIENTS WHO MAY BE IN URGENT NEED.**



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