

**Patients who fail to attend for their appointments and do not inform the practice incur significant cost to the practice and to other patients in terms of lost appointments.   The practice is committed to providing appointments to meet the needs of patients but cannot replace appointments lost due to failure to attend.**

A re- audit was undertaken in March 2016 and on average **30 – 35 GP** appointments a week are lost due to patients failing to attend and not cancelling their appointment.

Please help us to help you by always cancelling an appointment you are unable to attend or no longer need.

It is our practice policy to monitor all cases of patients not attending appointments (Did not Attend—DNA ) and contact will be made with all patients who fail to inform the practice that they will not be attending their appointment.

Patients who repeatedly fail to attend appointments and do not contact the surgery in advance will be sent a letter confirming the practice appointment policy. If there are further occurrences of DNA’s this could result in their removal from the practice.