

# Practice Policy for Appointments

In our practice, we endeavour to manage our appointments system to avoid delays in appointment times and minimise loss of surgery time through cancellations and failed appointments.

In our practice we:

- Communicate with patients in a courteous, friendly and professional manner.
- Make sure that patients receive full information about our services, their treatment and its cost.
- Refer patients for further professional advice and treatment where appropriate.
- Ensure that patients should have to wait no longer than 30 minutes to be seen. Where there is a further delay, we will explain the reasons.
- Remind patients of their appointment by phone, email or text (as preferred).
- Monitor our waiting times for (1) treatment and (2) booking appointments.
- Provide as much notice as possible when appointments have to be changed or cancelled and explain the reasons.
- Advise patients if there is a change of practitioner.

In return, we would like you to:

- Take responsibility for ensuring you attend your appointment and make contact with the practice at least 48 hours before to confirm this.
- Reply to appointment reminder messages. If we do not hear from you within 24 hours of trying to confirm your appointment, we will need to cancel it.
- If you are unable to attend, please give the practice at least 24 hours' notice.
- If you miss an appointment without letting us know, we will need to charge you the full appointment cost – usually £45.
- Arrive 10 minutes before your appointment or at least on time. If you are late the time will be taken from the treatment time allocated to you.
- Patients who arrive more than 15 minutes late will not be seen and will be charged for the appointment.
- Advise us of any changes to your contact details (address, telephone numbers and email) to ensure that we are able to contact you.
- Participate in your treatment, particularly any advice about prevention and exercise that we have asked you to continue at home.

**Date of issue: 01/12/2020**

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