

Created on 09/09/24
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Late and DNA Policy

Late Patients

In order to provide efficient and comprehensive care to our patients we operate a late policy in which:

- **Patients who arrive later than 5 minutes after the start of their appointment time** will have missed their appointment and will be asked to rebook.
- **Patients who arrive less than 5 minutes after the start of their appointment time** will be asked to be mindful of this for future appointments. They may also be informed that they may have an extended waiting time as the doctor might have moved on to the next patient, in order to prioritise those who have arrived on time.

We do our best to run clinics on time as far as possible and by following this policy we ensure that all patients are dealt with fairly and given enough time for their appointment. **Receptionists are NOT allowed to interrupt doctors during their clinics to pass on requests on behalf on late patients.**

In the exceptional case of emergencies, late patients may still be seen wherever possible within a busy clinic, but this will always be at the discretion of the doctor or management team

DNA Policy

Under the current pressures of the NHS, it is important that GP appointments are used effectively and fairly. If a patient does not attend a booked appointment, precious time is wasted for both the doctor and other patients who might have used the slot. We ask that you please let us know in advance if you cannot make your appointment so that we are able to rebook this for you and give your appointment to another person.

To cancel your appointment you can call us, email us on nelondonicb.microfaculty@nhs.net, use the NHS App/Online Services or come to reception.

To implement our appointment system effectively...

- **Patients who miss 2 consecutive appointments or more** will receive a warning letter (which stays active for 12 months)
- **Patients with a warning letter who miss another appointment** may be removed from the practice list at the Practice Manager's discretion.

If there are legitimate extenuating circumstances for recurring DNA's, we are happy to discuss this with you and, within reason, compromise on how to overcome this.