

Patient Leaflet

**St James Medical Centre  
189 A, St James's Road,  
Croydon CR0 2BZ**

**Castle Hill Surgery  
1a Castle Hill Avenue,  
New Addinton CR0 0TH**

## **Missed Appointments**

Each month we lose a significant number of appointments due to patients failing to attend or to notify us that they no longer require an appointment.

This means that our doctors and nurses are sometimes not treating patients whilst some patients are unable to get appointments.

In an attempt to resolve this, the practice has developed the following policy

1. If a patient fails to attend a booked appointment more than twice in a 12 month period, we will write to the patient asking if there is anything we can do to help them keep appointments, and reminding them of the need to notify us as soon as they know that they will not be attending.
2. If the patient fails to attend, or to cancel an appointment on a third occasion we will write again asking the patient to phone before 9 am on the day of any subsequent appointment, confirming their attendance or cancelling the appointment. We will advise that failure to attend or cancel on subsequent occasions within the 12 month period may result in them being removed from our patient list.
3. Patients are welcome to contact us to discuss how we can assist them in keeping appointments if they have specific difficulties in attending.
4. We regret the need to take these steps, but need to ensure fairness and a high level of service to all our patients.