

Farnham Road Practice

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Farnham Road Practice “Non-Attendance” Policy

Due to an overwhelming demand for appointments the Farnham Road Practice has now introduced the following policy for patients who do not attend their appointments. This policy will come into place from 1st July 2014.

If an appointment is booked in advance and the patient does not attend once this will be noted but no further action taken.

However, if a patient does not attend a second appointment they will receive a letter from the Practice advising them that this is the second time this has happened and if it happens again they will be invited to contact the practice to discuss the missed appointments.

On the third occasion within 12 months the matter will be brought to the Doctors’ meeting which is held on a Monday and discussed for a decision to be made as to whether the patient should attend a panel to discuss the issue of the missed appointments. The panel would consist of at least one member of the Patient Participation Group (PPG) and members of staff from the Practice. This meeting would be used to discuss why appointments have been missed and advise the Patient whether they are being kept on the Practice List and if so what type of appointments would be available for their use in the future.

Failure to attend this appointment without prior notification would lead to the Patient automatically being removed the Practice List.

The Practice will give the Patient appropriate notice of the meeting date.

Please address any correspondence relating to this letter to the practice indicated in bold type above

Drs Bulger Morris Ward O’Donnell Moiz Lama Allen Nanda Tawana Jiwaji
Drs Parker Easaw Iyer Symmonds Hernandez Sritharan Deoray Bajwala Shah Shaik
Practice Manager Gary Edwards