

## Failed appointments

To help us deliver the best service to our patients, we require 24 hours' notice if you are unable to attend your appointment, this is so we can offer that time to another patient.

In the unlikely event that this doesn't happen, the Practice will make a £30 charge per appointment missed.

We will continue to give you an appointment card and send text reminders, so please help us to lower the amount of wasted appointment time – it may be you that appreciates being given an urgent appointment in the future.

Thank you