

Late cancellations and failed appointments policy (FTA).

Please give us at least **48** hours' notice if you are unable to attend your appointment. This gives our Patients in need a chance for an earlier appointment.

Our text reminder service has changed, it gives you an option to confirm and cancel on receiving the text, giving us 48 hours' notice. Please make sure we have your up to date details on record.

The NHS has a policy regarding Failed appointments which we follow. The policy is as follows:

After the first missed appointment we will contact you to inform you of this; if further appointments are then not attended following the initial missed appointment, we may refuse to book any further appointments in the future due to wasted surgery time.

Thank you to those patients who do attend their appointments regularly and give us the required notice of cancellation. We do appreciate this.