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Patients Who Don't Attend Appointments

The NHS is a vital resource and we can all help it work effectively, and ensure resources are used responsibly.

We have practice protocol on how we are now managing patients who fail to attend GP and Nursing appointments, particularly as they are at a premium.

It is now our policy to contact all patients who miss an appointment to remind them of the impact on the practice and the patient base when appointments are wasted. We hope this will help to reduce the instances of non-attendances.

We understand that there are instances where contacting us to cancel an appointment may not be possible, so to allow for such an occasion, only patients who then fail to attend again on three or more occasions in a twelve month period will receive a final written warning. It will state that should they miss any further appointments over a further six month period, they will be removed from our patient list for wasting valuable NHS and practice resources.

Appointments in the Surgery are at a premium and we ask that patients consider the needs of others and if they are unable to attend contact the Surgery as soon as possible to cancel, so that the appointment can be allocated to another patient who requires medical attention.

Patients **MUST** contact reception staff to inform them if an appointment is no longer required. Doctors and Nurses do not always inform reception staff if patients' cancel appointments during a home visit or telephone consultation, and it is the patients' responsibility to ensure that any future appointments are cancelled.