

APPOINTMENT PUNCTUALITY

Title: Appointment Punctuality	Owner: The Spinney Surgery
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PATIENT RESPONSIBILITY

In accordance with the NHS Constitution,¹ it is expected that patients keep, and arrive promptly for, their appointments at the Spinney Surgery. Patients are asked to take travelling time into consideration and to make provision for traffic jams or delays on public transport.

Patients are expected to inform the organisation as soon as possible if they know they are going to be late.

It could sometimes be the case that patients arrive and simply take a seat in the waiting room assuming that there is no need to 'book in' upon arrival. To avoid this, we have numerous display in our lobby and waiting room asking patients to ensure they book in for their appointments.

MANAGEMENT OF LATE ARRIVALS

We enforce the policy that if patients are **more than 10 minutes late** for their appointment, it may not be possible for them to be seen that day and they may need to make another appointment.

This ensures we adhere to the appointment schedule and that all patients receive an excellent level of service as putting late patients ahead of those already waiting inconveniences those patients.

It is at the discretion of the clinician whether the patient is seen if they are late. All decisions made by the clinicians are final.

PATIENT AWARENESS

If a patient is late and the appointment is cancelled, then this is to be classified as a "*Did not attend*" as the appointment could not be reused.

To protect and maintain the quality of care we provide to all our patients, practice policy is to write to patients who abuse our services by persistently failing to attend appointments they have booked.

¹ [NHS Constitution \(3b. Patients and the public - your responsibilities\)](#)