

APPOINTMENT PUNCTUALITY

Appointment punctuality ensures the practice remains on schedule and patients are seen on time. It is accepted emergencies and complex cases may cause unavoidable delay, however this is not the norm.

To ensure all patients receive an excellent level of service, late arrivals will be managed as follows:

Less than ten minutes late :

- If there is time the clinician may see you after they have finished their current patient, otherwise you may need to wait until the end of surgery but if the clinic overruns or you had a double appointment you may be asked to rebook

More than ten minutes late:

- You will be marked as having missed your appointment
- If there is time the clinician may agree to see you at the end of their surgery, but if the clinic overruns or you had a double appointment you may be asked to rebook.
- Reception will suggest the next suitable appointment across any of the sites for you to attend

If you are very unwell or feel that you cannot wait until the end of surgery or the next suitable appointment please make Reception aware

It is at the discretion of the clinician whether or not you will be seen, if there is a clinical need, the clinician will advise the reception staff the appropriate action to take.