

BEWICKE MEDICAL CENTRE

FAILURE TO KEEP APPOINTMENTS POLICY

FIRST LETTER

When a Patient has missed 3 appointments within 12 months they will be sent a letter informing them of failed appointment including details of date of the appointments and who it was with. Letter will also state that failure to keep appointments may result in removal for patient AND ALSO for any dependants. A copy of this policy will be included. Letter includes option to discuss with GP or Elaine.

Copy of the letter recorded on patient's computer records as now.

Letter to go to the Usual GP for them to confirm and sign.

If the GP does not think they should be sent a letter then this should be recorded in the patient notes and they go back to the start of the process.

NEXT MISSED APPOINTMENT

Still needs to be within the same 12 months period. Patient sent second letter informing them of 2 failed appointments including details of dates of the appointments and who they were with. Further copy of this policy will be included. Letter will also state that failure to keep appointments may result in removal for patient AND ALSO for any dependants. Letter includes option to discuss with GP or Elaine.

Copy of the letter recorded on patient's computer records as now.

Letter to go to the Usual GP for them to confirm and sign.

If the GP does not think they should be sent the letter then this should be recorded in the patient notes and they go back to the start of the process.

ALL PATIENTS SENT A SECOND WARNING LETTER WILL BE CONTACTED BY TELEPHONE BY THE ADMIN MANAGER, ELAINE, TO ENSURE RECEIPT OF LETTER AND CHECK UNDERSTANDING. Inability to contact patient after a reasonable effort will not hinder further action.

Details of conversation/attempts to contact patient to be made on patient's records.

NEXT MISSED APPOINTMENT – REMOVAL LETTER

Removal letter containing details of failed appointments and information about how to register with another practice to be done and passed to Practice Manager for discussion with the Partners & Usual GP before decision made to remove.

Then either:

Patient sent removal letter containing details of failed appointments and information about how to register with another practice.

Letter sent to Primary Care Support Services at Darlington requesting removal of the patient.

PATIENTS REMOVED FROM THE PRACTICE WILL NOT BE ABLE TO RE-JOIN FOR A PERIOD OF AT LEAST A YEAR FROM THE DATE OF REMOVAL.

Or sent another letter regarding decision NOT to remove but need to improve the way they attend. This will be done by the Practice Manager.

Issue No: 2

Issue Date: 30.09.15

Issued By: Charlotte West

Review Date: 28.02.2017

EXCEPTIONS TO POLICY

The only exceptions to this policy are in relation to new registration appointments in which case the following will apply:

FIRST MISSED NEW REGISTRATION APPOINTMENT

Patients will be told if the FTKA their FIRST appointment then the practice will not allow them to register and they will have to look for another GP Practice to register with. So if they can't attend they **must** ring and cancel appointment before-hand.