

## **Milton House Surgery**

### **Failure to attend pre-booked appointments**

If a patient fails to attend a pre-booked appointment on more than 3 occasions in the last year, a warning letter will be sent to the patient, advising them that a further occurrence could risk removal from the practice.

Warning letters are valid for a period of 12 months. Removal based on warnings greater than 12 months old will be invalid – in this case a further formal warning and period of grace will be required.

If the patient fails to attend another appointment within 12 months of the date of the warning letter, the matter will be discussed at a practice meeting and a majority agreement will be reached as to whether the patient will be removed from the practice list.

Following agreement, the Patient Services Manager will write to the patient and explain the reasons for removal.

A patient will be given 31 days to register at an alternative practice before they are removed.

Failure to register at another practice within that period will not stop the removal of the patient from the practice list and the notes will be returned to the Health Authority at the end of the 31 day period pending the patient re-registering at another practice