

When a patient misses appointments, this is the letter sent following discussion with patient's usual GP. Hope you agree that this is fair, respectful and appropriate. We do not charge patients who fail to attend appointments.

Dear

I hope you will agree that we take patient care seriously at Boutham Park, a view shared consistently by our patients in past surveys. However, if there is one single issue that disappoints patients, it is the appointment system. With over 9000 patients to care for, this is a major challenge but we do our best with the resources available and we remain open to advice from patients. A regular question asked is 'what are you doing about patients who fail to attend appointments?'

I note that you have not attended appointments on

I do appreciate how busy we are these days and understand how appointments can be overlooked but if you are able to allow us have at least 1 hour notice we can often reallocate the slot to a fellow patient. Clearly, this will help to improve our appointments system for all patients.

You might wish to consider registering for our free text messaging service, something that many of our patients find invaluable.

Kind regards,

Yours sincerely,

Ray Didcock
Practice Manager