

INFORMATION ABOUT MISSED APPOINTMENTS

Portugal Place Health Centre DNA (Did Not Attend) Policy

- 1. If a patient DNA's an appointment they will be sent a letter reminding them to cancel booked appointments so they can be given to another patient.**
- 2. If that same patient DNA's a second appointment within six months they will be sent a final warning letter.**
- 3. A third DNA within the next 6 months will result in the patient being removed from the practice list.**

Please consider other patients (including yourself and family members) who are struggling to get appointments and make sure you cancel any appointments that you are unable to keep or no longer need.

Please note that if you prebook an appointment in the future and then ring in for a same day appointment it is still your responsibility to cancel the prebooked appointment, this is not done automatically.



We provide a text message appointment reminder service for all patients who have a mobile number on record. Please inform us if you change your mobile number. If you wish to opt out of this service please let us know.

If you feel there is a genuine reason for missing your appointment, then this will be taken into account and documented. Please note that only EXCEPTIONAL circumstances will be taken into account.