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|  | **Kirkview Medical Practice**  2nd floor- Hunter Community Health Centre  Andrew Street  East Kilbride  Glasgow  G74 1AD  Telephone: 01355 575630 | | **Dr Monica Canning MB ChB MRCP MRCGP**  **Dr Doreen Watson MB ChB MRCGP DRCOG**  **Dr Jason White MB ChB MRCGP**  **Dr Aster Ayana MB ChB MRCGP DRCOG DTM&H**  **Dr Catriona Hood MB ChB MRCGP   Sister Lesley Barrie Advanced Nurse Practitioner Rosalind Leonard Practice Nurse   Rachel Ferguson Practice Pharmacist** | |
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**Missed Appointments**

Due to an increase in the number of wasted appointments through patients failing to attend appointments, or missing telephone consultations without informing the surgery, it is unfortunate but necessary for us to implement the following policy.

**If you miss 1 appointment: You will receive an informal reminder letter, about this policy**

**If you miss 2 appointments: You will receive a formal written warning, advising of next steps which may include the removal of you, and any family members from our practice list**

**If you miss 3 appointments: You may be removed from our practice list, and you will have to obtain the services of another GP practice within the local area**

If you cannot attend your appointment, or are unable to be available for a telephone consultation, please let us know as soon as possible, as this will give us the chance to offer the appointment to someone else who may be in desperate need for clinical help

Thank you.

**Missed appointments waste NHS resources and cause significant delays in treatment for other patients.**

**Did you know that the average appointment here in the surgery costs £40?**

**Missed appointments cost the NHS in Scotland on average, £162 million per year**

**This amount of money could pay for one of the following services:**

* **The salary of 7,043 trained nurses**
* **The salary of 2,347 GPs**
* **28,173 hip replacement operations**

**The advice is simple:**

**Can’t make it?**

**Don’t need it?**

**CANCEL IT.**