



## Policy Name: Late Arrival to Appointments

Policy Number: 121

### Introduction

Patients at The Chorley Surgery have a duty to attend for pre-booked appointments promptly, and to take into account logistical difficulties or the time involved in travelling to the surgery.

The Chorley Surgery will, as far as practicable, see patients who arrive late; the following provisions will apply:

- **Less than 10 minutes late**  
The patient will be marked as an arrival in their pre-booked "slot". The automated patient check in will still allow the patient to check in. The clinician will call them in at the first available opportunity; however there may be some delay while they are fitted in.
- **More than 10 minutes late**  
The patient has clearly missed the appointment, and will be asked to rebook the appointment. Where there is an indication of clinical urgency then the receptionist will contact the clinician to advise them that the patient has reported late, and the outcome regarding future appointments booked.

The practice will not, at this stage, differentiate between patients who are persistently late attendees and others. This will be dealt with, should the need arise, by individual letter.

### Clinical System

Patients who arrive more than 10 minutes late will have the code added to their electronic medical record:

- 9N42 – Did not arrive – no reason
- 9N41 – Did not arrive – reason given

This will enable individual patient review should this be appropriate.

The Chorley Surgery will monitor and record the incidence of patients who are late for appointments within the clinical system. Persistent late attendees will be issued with a series of warning letters according to the Did Not Attend Policy.

### Missed Telephone Consultations

Where a patient misses their booked telephone consultation, it is imperative that 2 further attempts are made to contact the patient within the same day as the original booking. AccuRx

Version 1.1 |

Person responsible for the review of this policy: Lynn Thompson, Office Manager

Reviewed: Dec 2022

Next Review Due: Dec 2024





text messages are available to send to the patients following each failed contact, which clinicians are encouraged to use. This will advise the patient that we have attempted to contact them and will alleviate the need for patients to contact us back to rearrange a further telephone consultation.

First attempt failed contact - We have tried to call you for your telephone consultation. Don't worry about calling the surgery back as we will try to contact you again shortly  
SNOMED Code: Failed encounter

Second attempt failed encounter - We have tried to contact you on 2 separate occasions for your telephone consultation. We will make 1 more attempt to contact you today.  
SNOMED Code: Failed encounter

Third attempt failed contact - We have tried to contact you to complete your telephone consultation 3 times but have been unable to reach you. No further attempts will be made today. Please contact the surgery on 01257 513970 to rebook this appointment.  
SNOMED Code: Failed encounter