



**Our contact information:**

**Tel: 01254 964820**

**Email:**

***Darwen.healthlink@nhs.net***



**To help us help you**

- Please call ahead of your appointment if you are running late so the clinician can be informed.
- If you cannot attend and wish to cancel the appointment you can through the MyGP app to avoid phone wait times.



**Surgery Address**

Darwen Healthlink  
 Darwen Health Centre  
 James Street West  
 Darwen  
 Lancashire  
 BB3 1PY



**Darwen Healthlink**  
 An essential link in your healthcare



**Failure to Attend Appointment Leaflet**



INSPECTED AND RATED

Good





*“We aim to provide all our patients with the best possible service and to achieve this we need your cooperation.”*



### Late for your appointment?

A common reason for GPs running late is that some patients do not attend on time. Please note, you may not be seen if you **are more than 10 minutes late for your appointment.** If you are late for your appointment you may have to wait until the end of surgery to be seen. This is to ensure we run our appointments on time.

### Policy for failure to attend

The first time a patient fails to attend a booked appointment we will send them a DNA (did not attend) letter reminding them that in future they must cancel appointments if they are unable to attend. After three failure to attend letters, we will consider advising you to register with another surgery. To avoid being sent a DNA letter please ensure that you cancel your appointment a minimum of an hour before the appointment time. **Anything cancelled after this time could count as a DNA**



### Struggling to attend?

If you are unable to keep your appointment, please make every effort to cancel it well in advance so that it may be offered to someone else. Non-attendance and cancellations at short notice without a valid reason deprives other patients of essential medical services

*“If you are more than ten minutes late for your appointment you may not be seen.”*

