**Ladywell Medical Centre East**

**Late Attendance at a GP or Nursing Appointment – Patient Policy**

Patients are expected to arrive in good time for their face to face appointments or to be available for telephone consultations at their pre-allocated time.

This is to prevent delays to the GP and Nurse sessions and to ensure fairness for patients who have arrived on time.

We appreciate the effort our patients make to attend on time and, therefore, do our best to run as close to booked appointment times as possible. Adhering to a Policy for Late Attendance assists us in doing so.

Due to the nature of consultations in a GP surgery the clinician may sometimes be running late. In these circumstances reception staff will advise the patient upon arrival.

Should you be kept waiting for 20 minutes or more please ask reception to check your appointment to ensure that you are checked in correctly.

If a patient is significantly late, the clinician makes the final decision on whether a patient can be seen or should re-book their appointment. Reception staff do not make this decision.

Appointment with Doctor/Nursing Team:

If a patient arrives late and the clinician has not yet moved onto the next patient, the receptionist will book the patient in, unless the clinician has already advised that the patient cannot be seen.

If the clinician has already moved onto the next patient the receptionist will advise the patient that they will have to check if the patient can still be seen.

If the patient cannot be seen the receptionist will advise the patient to re-book a new appointment.

If the patient further indicates that there is a medically urgent reason they need to see the clinician that day, the receptionist can ask the reason and speak with the relevant clinician who may re-assess this and feel it is clinically relevant to see the patient. If the relevant clinician confirms that the patient should be seen the patient will be asked to take a seat and wait to be seen or given an alternative appointment that day. The patient may have an extended waiting time as the clinician will see patients who arrived on time first.

Further Information:

If the Doctor has an urgent clinical need to see a particular patient, they will advise reception in advance that the patient may be checked in even if they arrive late. The patient will need to wait for a gap or the end of the surgery to be seen.

If a patient calls ahead to say they will be late, this does not alter the policy. If the patient is going to be late, the receptionist will advise them on the phone that they may not be seen and may need to re-book.

Receptionists are not permitted to interrupt Doctors or Nurses during surgery to request them to see late patients, so to avoid disappointment, please do not ask them to do so.

We extend every patient the courtesy of allowing them the amount of time they need to deal with their particular matters and we would not expect a patient or a receptionist to be interrupted in order to check in another patient unless there was a medical emergency. For this reason, we can only take into account the time a patient actually checks in as the time that they arrive.

Please do not assume that if you are only a few minutes late that you will be seen as your appointment may be the last one of the day for that clinician and they may not be able to see you.

Reviewed by WG: June 2024

Next Review: June 2026