



DUNELM MEDICAL PRACTICE

LATE ARRIVALS PROTOCOL

GENERAL POLICY

Patients 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 practice will, as far as practicable, see patients who arrive late, however this may be at the end of surgery and will therefore involve a considerable wait for those who do not wish to re-book.

It is generally inappropriate to delay patients who have arrived on time to accommodate earlier patients who have arrived late, however where an opportunity develops (for example where an earlier patient has been seen quickly and the clinician becomes "ahead of time") it may be possible to see a late arrival in the gap.

The practice 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.

The following general provisions will apply:

Less than 10 minutes late - staff will mark the patient as having arrived, advising them that the clinician may already be seeing the next patient

- Explain that the patient will be seen after the clinician has finished with their current patient
- If appropriate, remind the patient of the importance of attending appointments on time

More than 10 minutes late – staff will advise the patient that they have missed their appointment and offer the following as appropriate:

- Offer the patient an appointment later during that session or that day (if an appointment is available)
- Discuss the patient with the clinician and, if in agreement, and the patient is willing to wait, advise that they will be seen at the end of that session. The patient should be made aware that this may be some time
- Should the above option not be possible, the patient should rebook for another appointment

Self-check-in screens will not allow patients to register their arrival after their appointment time, and will instead display a message advising the patient to check-in at reception.

It should be noted that it is at the discretion of the clinician whether the patient is seen or not; there may be a valid reason for being late and each patient will advise staff accordingly. Ideally, clinicians are to be informed of any late arrivals via a screen message.

CLINICAL SYSTEM

Patients who arrive late should be coded in all cases as;

Xalvr – Late for Appointment

This will enable individual patient review should this be appropriate.