**Appendix A: Informal letter to patients who miss an appointment**

Dear <<Patient>>,

According to our records you had an appointment booked with <<Clinicians name>>
on <<Insert date/time>> but did not attend for the appointment. If this is incorrect, or if there are particular problems we should know about, please notify the practice. As I am sure you can appreciate, there is a large demand on appointments at the practice and this appointment could have been used by another patient if you had informed the practice that you no longer required to be seen. In the past week the practice has had <<insert number of DNAs>> appointments where patients have not attended appointments.

The practice has a policy on patients not attending appointments which in extreme cases can result in the patient being removed from our practice list. If you wish to cancel the appointment you can do so by either;

* <<Telephone Details>>
* <<Email Details>>
* <<Text Details>>

Please help us to utilise our appointments as best as possible by cancelling any future appointments that you do not need.

Many thanks for your co-operation

Yours sincerely,

<<Insert signature>>

<<Print Name>>

<<Practice Name>>

**Appendix B: Formal letter for patients who have miss a 2nd appointment**

Dear <<Patient>>,

According to our records you had an appointment booked with <<Clinicians name>> on <<Insert date/time>> but did not attend for the appointment. If this is incorrect could
you please notify the practice?

We previously wrote to you on <<Insert Date>> as you had previously missed an appointment on <<Date/Time>>. This is now the second occasion within the past 12 months that you have not attended an appointment and have not cancelled this appointment. The practice has made cancelling appointments as easy as possible by enable cancellation to be done either by email, phone or text, the details of each are below:

* <<email address>>
* <<Phone>>
* <<Text details>>

This letter is to inform you that should you miss another appointment without cancellation, the practice may remove you from the practice list as this would be deemed a breakdown in the doctor patient relationship.

Please help us to best utilise our appointments by cancelling any future appointment immediately upon realising you do not need it or cannot attend the booked time.

Yours sincerely,

<<Insert signature>>

<<Print Name>>

<<Practice Name>>

**Appendix C: Removal of a patient from the list due to repeated DNAs**

Dear <<Patient>>,

According to our records you had an appointment booked with <<Clinicians name>> on <<Insert date/time>> but did not attend for the appointment. If this is incorrect could you please notify the practice? We previously wrote to you on <<Insert Date>> and <<Insert Date>> as you had previously missed two appointment on <<Date/Time>> and <<Date/ Time>>. This is now the third occasion within the past 12 months that you have not attended appointments and have not cancelled this appointment.

I have reviewed your clinical records and see no reason why you should not have been able to cancel these appointments. In accordance with our practice policy and NHS General Medical Service Regulations 2015(Sch3)(24)(8)(b), the practice will be removing you from our patient list. The practice has notified NHS England of this on <<Insert Date>>. You will be removed from our practice list on the eighth day following this notification to NHS England.

We would recommend that as a priority you register with another local practice who will hopefully be able to help you with your health needs. A list of local practices can be found at **www.nhs.uk**, there is a search facility available on the home page of this site that by entering your post code you will be able to find a list of local practices.

I would like to take this opportunity to say that as a practice we do not take the decision to remove a patient from our list lightly but need to ensure that we are able to provide for all of our registered patient population to the best of our ability and that this is made more difficult if a patient repeatedly misses appointment without cancellation.

I wish you the best for the future.

Yours sincerely,

<<Insert signature>>

<<Print Name>>

<<Practice Name>>