**Oswald Medical Centre**

***Providing High Quality and Trusted Care to Patients***

[**www.oswaldmedicalcentre.co.uk**](http://www.oswaldmedicalcentre.co.uk) **Tel: 01254 282501**

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Patient Lateness Policy

**Patients should always aim to arrive on time**

The practice has a practice charter which clearly states that we expect all patients to be on time for their appointments. It is advisable for all patients to arrive a few minutes early to ensure that they can park and get into the building in a timely manner. If patients arrive early and there is a queue at the desk, this means they are also able to check in for their appointment before the start time. Patients can check addresses and post codes for our practices sites on our website [www.oswaldmedicalcentre.co.uk](http://www.oswaldmedicalcentre.co.uk)

**If patients are running late**

We do recognise that on occasions patients may be late due to unforeseen circumstances.

We ask patients if they know they are going to be late to telephone the surgery to let us know how long they expect to be, to ascertain if they will still be seen or if they are required to re-book another appointment.

Patients will generally be seen if they are less than 5 minutes late.

Patients who are later than this for appointments will only be seen at the discretion of the GPs/Nurses.

When patients telephone to advise they are going to be late, our reception team will message a relevant clinician (GP / ANP / Practice Nurse etc) for a response as to whether they will be seen if they are more than 5 minutes late. Many clinics run over due to emergencies or other unforeseen circumstances and please bear this in mind.

Please do not be upset if our Reception team asks you to re-book – they are advising you of this on the instruction of our Clinical Team, who will always do their best to fit in those who need to be seen.

**DNAs**

The practice operates a ‘DNA policy’ to ensure patients ‘keep it or cancel it’. The policy will be initiated for all appointments.

Failure to attend an appointment on time will trigger our DNA policy and patients who are repeatedly late may be asked to register at another surgery.

Where patients are booked for a telephone review with the GP or Nurse, a text will usually be sent reminding the patient of their booked appointment where this has been booked in advance of the same day. Our clinicians will make 3 attempts to telephone patients using the numbers we have for them on our system, after which the patient will be required to re-book. Patients are advised to keep their phone with them at all times, advise the practice of their mobile number and keep their line free as much as possible when they are expecting a call.

Repeated booked and missed telephone appointments will trigger our DNA Policy.

**Exceptions**

Our clinicians may make some exceptions for patients to be seen if they are late beyond 5 minutes.

This includes circumstances where a patients’ severe or acute illness or disability has genuinely prevented them from arriving on time, or where they are acutely vulnerable due to mental or physical illness, have memory loss or learning difficulties which affect their ability to manage their own appointments.

Other examples include where an urgent blood sample is needed and there is no other appointment availability or alternative appointment options within a reasonable timeframe to re-book and our GP / Nursing team feels the patient should be seen immediately in practice. In this circumstance, patients may be taken straight in for their appointment or asked to wait until the end of clinic for a blood sample to be taken. This exception may only be applicable where the blood sample can be taken before our pathology collection as it is not possible to store the sample overnight due to sample clotting and the need for samples to be spun which we do not perform in practice.

The practice reserves the right to make the above exceptions solely at the discretion of the GP and patients may not always be seen despite feeling they meet the above exception criteria. Our Clinicians and wider team work tirelessly to support our patients and we ask patients to remember this, work with us and attend on time.