

DARWEN HEALTHCARE
LATE ARRIVALS PROTOCOL POLICY No. HR024

Version:	Review date:	Edited by:	Approved by:	Comments:
1	01 Sept 2014	Ann Neville	GP Partners	New Policy
2	01 Dec 2016	Ann Neville	Ann Neville	Policy Reviewed
3	01 April 2019	Sue Hill	Ann Neville	Policy Reviewed
4	01 April 2022	Ann Neville	GP Partners	Policy Reviewed

INTRODUCTION

This protocol sets out the procedure to follow where a patient:

- Is late for their appointment, but is less than 10 minutes late
- Is more than 10 minutes late, and less than 20 minutes late
- Is more than 20 minutes late
or
- Telephones at short notice to advise that they will be late, in which case the above provisions will apply.

STATUS

This document and any procedures contained within it are contractual and therefore form part of your contract of employment. Employees will be consulted regarding any modifications or change to the document's status.

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 however this should be determined by clinical need and the reason for the lateness. Management should be involved.

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 GP 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 warning letter and added to the Late Attendees Spreadsheet if 20 Minutes late or more.

The Patient Information procedures will incorporate a section advising patients that should they be late, it may not be possible for them to be seen, or that they may be seen only with a considerable wait.

The following general provisions will apply:

Less than 10 minutes late

The patient will be marked as an arrival in their pre-booked "slot".

More than 10 minutes, less than 20 minutes late

The patient will be advised that as they are a late arrival they will need to contact the doctor / nurse and advise them that the patient has just advised and that they may have to wait until the end of surgery dependent on how busy the surgery is etc. but will try their best to facilitate as soon as possible.

More than 20 minutes late

The patient has clearly missed the appointment, and should be encouraged to rebook. Where there is an indication of clinical urgency then the Management Team should be advised and a decision made if they can be seen.

The practice will not, at this stage, differentiate between patients who are persistent late attendees and others. This will be dealt with, should the need arise, by individual letter.

CLINICAL SYSTEM

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

401278005– Late for Appointment

This will enable individual patient review should this be appropriate.