

Appointment Attendance Policy

Document Reference	Appointment Attendance Policy
Version	V1
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Name & Role of Responsible Person	Paula Lea
Date Issued	May 2026
Review Date	May 2029
Target Audience	Internal and External

Introduction

Jacobs Clinic is committed to providing exceptional clinical services to our patients. To ensure the highest level of efficiency and to minimise waiting times, we have established the following Patient Appointment Attendance Policy. Adhering to this policy allows our clinicians to dedicate their full attention to scheduled treatments and ensures that clinical resources are utilised effectively. We appreciate your cooperation in helping us maintain a reliable schedule for all.

Our Commitment to Your Care

We understand that life can be unpredictable. However, missed appointments (often called "**Did Not Attend**" or **DNA**) significantly impact our ability to help you and other patients. When an appointment is missed without notice, it prevents another person from receiving treatment.

1. Missing Appointments

To maintain a safe and fair service for everyone, we have the following criteria for discharge:

- **Initial Absence:** If you miss **two (2) consecutive appointments** (one after the other), we will unfortunately have to discharge you from our care and refer you back to your GP.
- **During Treatment:** If you miss **two (2) consecutive appointments during your treatment cycle**, you will also be discharged back to your GP.

2. Continuity of Medication

Your safety is our priority. Most medications we prescribe require regular clinical monitoring to ensure they are working safely for you.

- **Risk of Delay:** If you miss an appointment during your treatment cycle, we may be **unable to safely issue your next prescription.**
- **Medication Gaps:** This could result in you going without your medication until a new appointment becomes available which may be a number of weeks. To avoid any interruption in your treatment, please attend all scheduled reviews.

3. How You Can Help Us

If you know you cannot make an appointment, please contact us as soon as possible. Giving us **at least 24 hours' notice** allows us to offer that time to another patient who may be waiting for urgent care.