

PORTSDOWN GROUP PRACTICE
PROTOCOL

Title: Patient – Late Attenders

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With clinical time becoming more valuable often difficult decisions need to be made. When patients arrive late we should all be working to ensure they are all treated the same way and fairly. Therefore when a patient arrives 10 minutes or later for an appointment, the clinician should not see the patient, unless there are extenuating circumstances. The patient will be advised by reception that they will need to contact to make a new appointment, unless one is available later that day.

There will be clear signage displayed at sites and on out internet so that patients are aware.