

NEW LATE ARRIVALS POLICY – APRIL 2019



From 6 April 2019 if you arrive **more than 10 minutes late** for a routine or a same day emergency appointment you **will not be seen** and will be asked to rebook.

Where there is an indication of **clinical urgency** then you may be added to the end of the surgery list.

We are making this change after consultation because it makes our clinics run late which reduces patient access and increases clinical risk.

The practice will not differentiate between patients who are persistent late attendees and others.