

Title Full Name Surname
Home Full Address (stacked)



Woodgrange Medical Practice

Our Ref: WMP/ /EMIS Number

Long date letter merged

University of London
Linked Practice

Dear Patient,

PPG Letter – Ref: Non-attendance for booked appointments

The Patient Participation Group (PPG) understands that on occasions patients make appointments but are unable to attend for various reasons. Hence their appointment needs to be cancelled. The practice has provided a range of options for patients to do this.

1. Text Message service

The practice has invested in a text message service whereby if an appointment is booked 48 hours in advance you will be sent a text message reminding you of the appointment. If you are unable to attend the appointment then you can simply reply to the text saying 'CANCEL'. The appointment will be cancelled and made available for use for other patients.

This is probably the most convenient and easiest method to cancel appointment.

The other ways in which you can cancel an appointment is:

2. Come into the practice
3. Telephone the practice directly

Missed appointments have an enormous impact on the availability of appointments for other patients. By cancelling your appointment in sufficient time (at least an hour before the appointment) we can make this appointment available for use by other patients.

Due to the high numbers of failure to attend booked appointments by patients the practice has a policy which is available in the [Rights and Responsibilities](#) leaflet (which can be obtained from the surgery and is also available on our practice website www.woodgrange.medicalpractice.co.uk)

We do hope that you work in partnership with us on improving our appointment system for the benefit of all our patients.

Yours Faithfully

Premduth Rekhaye
PPG Chair Person

Caroline Brown
PPG Secretary

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