Phone: 01702 710131

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Leigh on Sea

Essex

SS9 2SQ

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Missing your appointments

Did Not Attend!!

**For the past 10 months April 2016 to January 2017**

**1816**

**Appointments were missed**

**not cancelled**

**at Highlands Surgery**

**Please**

**KEEP IT**

**CANCEL IT**

**PLEASE DON’T FORGET IT!**

**01702 509140**

**or texting**

**to our dedicated mobile on**

**07503 597682**

**or email**

**reception.mailboxf81112@nhs.net**

Highlands Surgery

Highlands Surgery

**KEEP IT!**

**CANCEL IT!**

**DON’T FORGET IT!**

At Highlands Surgery we have had 186 appointments where patients did not attend during the month of January 2017 alone!

This equates to more than 8 appointments per day!

Effects:

* Increase waiting time for appointments
* Frustration for both patients and staff
* Costs the NHS in excess of £162 million per year

If you are not able to make an appointment please cancel it so that someone else may be able to have it instead.

We have tried to make it easier for patients to cancel their appointments and this can be done by:

During the following months these appointments were missed.

**April 2016**

**163** appointments missed

**May 2016**

**172** appointments missed

**June 2016**

**124** appointments missed

**July 2016**

**169** appointments missed

**August 2016**

**194** appointments missed

**September 2016**

**156** appointments missed

**October 2016**

**166** appointments missed

**November 2016**

**259** appointments missed

**December 2016**

**227** appointments missed

**January 2017**

**186** appointments missed

Phoning our dedicated phone line on:

**01702 509140**

**or texting**

 our dedicated mobile on

**07503 597682**

**or email**

**reception.mailboxf81112@nhs.net**

Please remember it may be you needing an appointment quickly and if someone else has cancelled theirs you may be able to get one sooner, so please cancel it and help us reduce waiting times for appointments.