

**Important Notice Regarding Missed Appointments**

During a period of heightened strain on the NHS, we regret to inform you that the following appointments were not attended in February:

* **5 Advanced Nurse Practitioner Appointments**
* **15 face-to-face GP appointments**
* **14 Health Care Assistant Appointments**
* **3 Mental Health Practitioner Appointments**
* **22 Practice Nurse Appointments**
* **5 Physiotherapy Appointments**

This totals **64 appointments** that went unattended without prior notification. With over **800 clinical minutes** wasted, time that could have been utilised by patients in need.

While we understand that unforeseen circumstances can arise, the frequency of missed appointments—64 in a single month—is exceptionally high. We urge our patients to collaborate with us in improving this situation.

**How You Can Help:**

1. **Record Appointments:** Make a note in your diary or calendar to avoid forgetting scheduled appointments.
2. **Update Contact Details:** Ensure your contact information is up to date. We send text message reminders 48 hours before appointments.
3. **Prompt Cancellations:** If you cannot attend an appointment, please inform us promptly. You can cancel via text or by calling 01244 382238.

By working together, we can ensure that appointment slots are used effectively and that no valuable time goes to waste and appointments are available to patients in need. Let’s protect the NHS and make the most of its services.

Thank you for your cooperation.