

## **Cancellation Policy**

The quality of care that any patient receives is directly related to the quality of the healthcare professional they see. Over the years our practice has developed a reputation for delivering high quality care by working with high quality professionals. We will always do the very best to help our patients in any way we can and, in return, we simply ask that any appointments changed, altered or cancelled with less than 24 hours notice (or are simply missed) be settled in full.

We thank you for your respect of both our staff and our business.

### **Frequently asked questions**

What if I am suddenly taken ill?

Healthcare is an industry where the majority of customers have major problems that can affect their ability to attend appointments, often at short notice. All private healthcare establishments have this policy, without which they could not operate.

What if an unavoidable situation arises?

There are many, many different situations that can arise unexpectedly and cause people to be delayed or miss their appointment. Sickness of a friend or family member, accidents, traffic problems, parking difficulties, transport cancellations, strikes, the weather, to name only a few. We appreciate that when people do not attend they have excellent reasons for not doing so, but our policy exists in order to ensure that our staff and therefore our business are protected when unforeseeable situations arise.

What if my employers have asked me to suddenly work late?

Employers can make demands of their staff at short notice but do also appreciate that staff may have other commitments and are almost always happy to pay where we supply a formal receipt and covering letter confirming the appointment.

What if my circumstances are such that I cannot predict when I will be able to attend?

We see many people who may not be able to predict in advance when they can attend. We try to help by keeping some appointments available for people at short notice. It is sometimes possible to phone for an appointment on the day however, at busy times, these appointments will be offered on a first come basis.

What if I need to change my appointment several times?

You may change your appointments as many times as you need so long as we are given more than 24 hours.

What if I made my appointment on the same day and then needed to change it?

When an appointment is made we reserve a period of time that no one else can take. We require 24 hours notice in order to allow us the time to try and appoint another patient. If an appointment is made on the same day and subsequently needs to be changed then we are effectively given less than 24 hours notice and the charge is made.

If I am running late will I still be seen?

When an appointment is made a period of time is reserved. We will always try our best to use that time in the most effective way possible. However, depending on the time remaining, some services may not be able to be offered in full, or at all. For example, it may be possible to offer the remaining time of a massage, or time enough to allow the podiatrists to treat a particular problem, but there may only be time enough for physiotherapy or osteopathy patients to review a patient, and some waxing and beauty treatments may not be possible. In situations where a customer's lateness affects our ability to undertake or complete a treatment this would be classed as a missed appointment.

What if the practice is running late?

We fully appreciate our customers' time is important and try to run as close to appointment times as possible. However, as a medical practice, this is not always possible, for example if someone has serious or demanding problems. We ask our customers to show patience and rest assured that we will not cut short their appointment in order to catch up.

What if I need to cancel an appointment and the practice is closed?

Even on Sundays and public holidays our practice receives important telephone messages that are logged, time stamped and checked so that we can notify our team of changes in their timetable. So long as a message of cancellation is left with more than 24 hours notice no charge will be made, even if we are closed.

What if I do not agree with the policy?

By attending the Leigham Practice our customers agree to abide by our policy so that our team and our business are respected. We also respect the wishes of anyone who does not agree with our policy and are happy to recommend alternative suppliers of healthcare on request.