

"The total cost to the NHS of missed appointments was over £216 million"

(NHS England, 2019)

MISSED APPOINTMENTS

When patients miss appointments, it can be disruptive for our GPs, for you, and other patients in need of care.

WHY IS IT IMPORTANT?

More than 15 million general practice appointments are being wasted each year because patients do not turn up and fail to warn surgeries that they will not be attending.

Around 7.2million are with GPs, which adds up to more than 1.2 million GP hours wasted each year – the equivalent of over 600 GPs working full time for a year.

During Jan–August 2025, there were 402 GP appointments at this GP Practice booked, but patients did not attend. That equates to 67 hours of lost appointments.

When a patient does not attend, it stops another patient being seen sooner.

WHY IT MATTERS

There are many reasons why a patient might miss an appointment, and in some cases, it can be an indication that something serious is going on for that individual.

While many missed appointments can be down to human error, a patient not attending an appointment could be a warning sign that something is wrong. This may require follow-up action from one of our clinicians, or other health workers.

We would encourage patients to let us know as soon as possible if they are unable to attend, so that we can offer that time to someone else who really needs it.



Alternatively, you can cancel your appointment online using our online form, via text, or the NHS App if you are signed up to the service.

We understand that sometimes things come up and you may not be able to attend an appointment, all we ask is that you let us know.



NEED HELP?

If you can't make an appointment, please let us know. Provide as much notice as possible (if you are calling then at least an hour before your appointment time) so that your appointment can be offered to someone else.

Alternatively, you can cancel your appointment online using our online form or The NHS App if you are signed up to the service. Please remember that there may be a shortage of appointments – when a patient fails to attend,

Can't make it? Please let us know

