

Late and Missed Appointment Policy

At Harley Street Medical, we wish to provide you with the best care possible. When we schedule an appointment, a specific amount of time is allocated especially for you. If you are late, it decreases our ability to provide you with quality care.

If you are late:

Our appointment slots are every 15 minutes. If you arrive more than 5 minutes late for your appointment, you may be rescheduled to meet the needs of those who are on time. One or two late patients can cause the entire daily schedule to fall behind.

Double appointments/ Minor Surgery

Requested double and minor surgery appointments are normally booked for 30-40 minutes. This is a significant amount of lost GP time if you do not arrive. You will be charged accordingly if you miss a double or surgery appointment. Lateness for these appointments can result in doctors not being able to deliver all patient requests.

No shows and late arrivals

Please call ahead if you are running late. We will do our best to accommodate you. However, we will have to reschedule your appointment if you will be more than 5 minutes late.

Patients who arrive on time will be seen ahead of those who arrive late. We may also have to shorten appointments for those who arrive late. This will be discussed prior to the appointment.

If you need to cancel or reschedule your appointment, please provide us with at least 24 hours' notice to avoid being charged. No shows and late cancellations place a significant financial burden on our small business and limit access for other patients.

Missed appointments create a hardship for everyone. Our GP's, Nurse Prescriber & Practice Nurse schedules are busy, and in high demand. If you miss your appointment, you may have to wait up to 2 weeks to get back in.

Policy violations:

We will take the following action if you do not show up for an appointment or cancel an appointment without giving us 24 hours' notice.

Standard Consultation:

First occurrence – no charge, we will send you a text re policy reminder

Subsequent occurrence of any missed appointment – you will be charged a normal consult fee, unless there is unforeseen reason

Double and minor surgery missed appointment

We will invoice you for missed appointments by email and/ or post.

If we are late:

Sometimes a patient requires additional attention. This can cause the GP's/ Nurses to run late for the rest of the day. We will do our absolute best to notify you when this happens. We hope we can make you as comfortable as possible while you wait. You may also prepare for the wait by bringing a book to read or something you enjoy doing to your appointment.

Thank you for understanding the value of our late and missed appointment policy so we can provide the best service to all our patients. Challenges to good health care present every day. We want to meet those challenges head on, but with concern for your time and care as we can do.