



Green
Cross
Group
Practice

DID NOT ATTEND APPOINTMENTS (DNA'S)

From 1st October 2021 to 31st October 2021 the surgery has had 237 'Did not attend' appointments by patients. These include both physical and telephone review appointments.

This totals over **60 hours** clinical time that could have been given to other patients.

You are able to cancel and rebook your appointments via Systemone Online or the NHS App.

Please be a thoughtful patient and if you cannot, for any reason, attend your appointment; please cancel it so we can offer this to another patient.

Many thanks
Management Team