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# PICTON MEDICAL CENTRE

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## Picton Punctuality Policy

### Why introduce a Punctuality Policy?

We recognise **Time** is a precious commodity for everyone. Loss of Time or insufficient time to do a job properly can cause stress and have a negative effect.

### We wish to

- Create a climate where everyone is treated with dignity and respect
- Improve patient experience by offering an efficient well run service
- Reduce risk of stress caused by lateness
- Reduce disruption to the service
- Manage day to day activities properly
- Take positive action to deter lateness (where appropriate)

### Examples of Lateness

Arriving after the appointment start time is due.

Telephoning to inform surgery you will be late within 10 minutes of appointment.

Telephoning to cancel appointment after the appointment time has gone.

Not allowing sufficient travel time to get to surgery.

### What will happen if patient is late for appointment?

- 5 minutes late - you will be advised that you are late. The doctor/ nurse will see you as planned (workload permitting) but you may have to wait until people who have arrived on time have been seen. You will be advised regarding future appointments and lateness.
- 10 minutes late - you will be advised that you are late. Dependant of the workload you may be asked to reschedule, If the clinician agrees to see you that may be after the patients who have arrived on time are seen on time
- More than 10 minutes will impact on our ability to see you and our workload so you will be asked to reschedule

### What will happen if you telephone beforehand to notify likelihood of lateness?

- We always appreciate being kept up to date with your situation. We shall advise if the appointment can be kept on hold, or whether to reschedule. Dependant upon circumstances.

### **What will happen if you telephone to notify of lateness or cancel after the appointment is due?**

- This will be classed as a missed appointment. Please note it is our practice policy to deregister any patient who misses 3 appointments. Patients who have missed two appointments are advised that a further breach will result in deregistration from the practice

### **Repeated Lateness**

We aim to be reasonable and fair towards our patients and genuine reasons for lateness will always be taken into consideration, however repeated lateness for GP and nurse appointments is not acceptable behaviour. You shall be advised by letter if punctuality is a concern and the intended action.

### **What if the doctor or nurse is running late?**

Where possible we prefer to run to time, however due to the nature of our business, this is not always possible. Some patients have immediate complex problems or emergency situations which cannot wait.

- You can expect to be informed when presenting for your appointment if the doctor or nurse is running 10 minutes or more late
- If your wait is expected to be more than 20 minutes. We appreciate your time is precious and therefore you will be offered choice of following; continue waiting, transfer to another doctor/nurse practitioner, or opportunity to reschedule your appointment.
- You may be offered a telephone consultation as alternative

### **What happens when there has been a mix up with your appointment?**

From time to time, communication breakdown occurs between patients and reception staff. Every attempt will be made to reach a mutual agreeable solution. Time permitting we shall attempt to accommodate the patients at their intended appointment time.

To avoid errors may we suggest that patients request an appointment card from receptionist or keep a diary of their appointments.

We would also encourage patients to sign up for on line services, you can book, check and cancel your appointments on line

Thank you

