

# Robert Frew Medical Partners

## In 2023 1457

### Patients Did Not Attend Their Appointments

Which equates to **97 days of wasted GP & Nurse appointments** when there is such a demand for them.

In 2021/22 a study calculated that an average 9-minute GP face to face consultation costs £42. In financial terms, this means in 2023 patient no shows **cost the Robert Frew Medical Partners**  
..... **£61,194.00 of wasted appointments!**

We know timely access to GP appointments is incredibly important and were doing all we can to see more patients. However, were asking patients to please play their part too – If you get an appointment, but no longer need it, please let the surgery know so that the appointment can be freed up for others who are ill.

The NHS has introduced several initiatives to help reduce DNAs, such as using simple text message reminders to confirm a patient's upcoming appointments and the launch of the NHS App, which allows patients to see their booked appointments and book future appointments.

**Please** help us by contacting the surgery if you are unable to attend your appointment. Call **01268 209229** and choose **option 3**. You can also use the automated system 24 hours a day, 7 days a week.

**THANK YOU FOR YOUR CO-OPERATION**