

# Dear Patient

Unfortunately due to changes to the NHS, the practice is no longer able to provide the level of service that you may have received in the past.

The cost of patients missing their appointments can no longer be supported by the practice.

For the month of March 341 appointments were wasted by patients not CANCELLING their appointment. The practice loses approximately £100,000 per year.

**We no longer can afford this.**

This also makes it difficult for patients to get an appointment with a doctor of their choice and also makes other patients wait longer for an appointment.

Please help us by making sure you cancel your appointment if you no longer need it.  
You can do this by:

Email: [imgp.mjog@nhs.net](mailto:imgp.mjog@nhs.net)

Phone : 0203 818 8441 -24/7

Speak with one of our receptionists

Respond to your text reminder with the word 'cancel'

If you booked online you can cancel these appointments online

Patients who abuse the system will be asked to leave the practice.

Please see our website for our [Did Not Attend Policy](#)

**Thank you**