

Patient cancellation

CANCEL TYPE	DEFINITION
Normal cancellation	More than 48 hours' notice given
Late cancellation/short notice cancellation	Less than 48 hours' notice given

ROUTINE NHS APPOINTMENTS

CANCELLATION	REBOOK
X1 LATE CANCEL/DNA IN A YEAR	REBOOK
X2 LATE CANCEL/DNA IN A YEAR	REBOOK
X3 LATE CANCEL/DNA IN A YEAR	DO NOT REBOOK AND ARCHIVE PATIENT - <i>can be seen for NHS urgent care or as an independent patient with a 50% upfront deposit for all appointments</i>
COMBINATION OF 3 LATE CANCEL AND DNA IN YEAR	DO NOT REBOOK AND ARCHIVE PATIENT- <i>can be seen for NHS urgent care or as an independent patient with a 50% upfront deposit for all appointments</i>

NHS TREATMENT APPOINTMENTS

X1 CANCELLATION/DNA	REBOOK WITHIN 8 WEEKS
X2 CANCELLATION/DNA	DO NOT REBOOK - EXAM CAN BE BOOKED FOR IN 3 MONTHS TIME

INDEPENDENT APPOINTMENTS

NORMAL CANCELLATION	REBOOK - DEPOSIT WILL BE CARRIED OVER
X1 LATE CANCEL/DNA IN A YEAR	REBOOK WITH A NEW DEPOSIT
X2 LATE CANCEL/DNA IN A YEAR	REBOOK WITH A 50% DEPOSIT
X3 LATE CANCEL/DNA IN A YEAR	DO NOT REBOOK UNLESS APPROVED BY THE CLINICIAN