

Harley Street Medical

LATE AND MISSED APPOINTMENT POLICY

Version 2.0 | Approved August 2026 | Owner: Practice Manager | Review due August 2027

1. Purpose

Appointments are reserved specifically for each patient. Arriving late, cancelling at short notice or not attending can limit the care we are able to provide and prevents another patient from using that appointment.

2. Arriving late

Standard appointments are usually 15 minutes. If you arrive more than five minutes late, we may need to shorten your consultation or reschedule it so patients who arrived on time are not delayed.

- Please call Reception as soon as possible if you are running late.
- Patients who arrive on time will be seen ahead of patients who arrive late.
- If a shortened appointment is offered, the clinician will explain what can safely be addressed in the remaining time.

3. Cancelling or rescheduling

Please give us at least 24 hours' notice if you need to cancel or change an appointment. This gives us the best opportunity to offer the appointment to another patient. A late-cancellation fee may apply when less than 24 hours' notice is provided.

4. Missed appointments and charges

Standard appointment — first occurrence	No charge. We will send a reminder about this policy.
Standard appointment — subsequent occurrence	A standard consultation fee may be charged unless there were unforeseen or exceptional circumstances.
Double, extended or minor-surgery appointment	A missed-appointment or late-cancellation fee may be charged from the first occurrence because a longer period of clinical time has been reserved.

Any charge will be invoiced by email or post. Please contact Reception if you believe exceptional circumstances should be considered.

5. Longer and minor-surgery appointments

Double, extended and minor-surgery appointments are normally booked for 30–40 minutes. Please arrive on time. If you are late, the clinician may be unable to complete the planned care and the appointment may need to be rescheduled.

6. When we are running late

Sometimes a patient requires unexpected or urgent attention, which may delay the clinician. We will do our best to let you know. If you are unable to wait, please speak with Reception so we can discuss the available options.

Thank you for helping us provide timely and fair access to appointments for all patients.