



CANCELLATION POLICY

Policy Number	
Date Ratified	Aug 2025
Review Date	Every 2 years
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Amendment No.	Comments	Completed By	Date
Ver 1.0			Aug 2025
Ver 1.1			Oct 2025

Purpose

This policy sets out the approach taken by Dr J & Colleagues to manage appointment cancellations, ensuring fair and efficient use of clinical time and NHS resources. The policy supports our commitment to providing high-quality, timely mental health care for both NHS and private patients.

Scope

This policy applies to:

- All NHS patients (including Right to Choose referrals), and
- All private patients (self-funded or insurance-funded).

Policy Statement

Appointments must be cancelled with sufficient notice. Short-notice cancellations may be treated as **Did Not Attend (DNA)** for NHS patients, or may incur financial charges for private patients, in line with the rules below.



Cancellation Rules

- **More than 3 days before appointment:** Refund available, minus a 2% administration charge.
- **Between 1 and 3 days before appointment:** 50% refund available, minus a 2% administration charge.
- **Less than 1 day before appointment:** Full fee payable (no refund).

Rationale

- Clinical appointments are valuable and limited. Short-notice cancellations prevent reallocation of time to another patient.
- Private appointments involve direct clinician time, which must be reimbursed if notice is insufficient.

Exceptions

- In exceptional circumstances (e.g., emergency hospital admission, sudden illness, bereavement), the service may exercise discretion.
- Each case will be reviewed individually by the Operations Manager.

Monitoring

- Cancellation and DNA patterns will be monitored regularly.
- Data will be reviewed for service improvement and shared with commissioners where required.

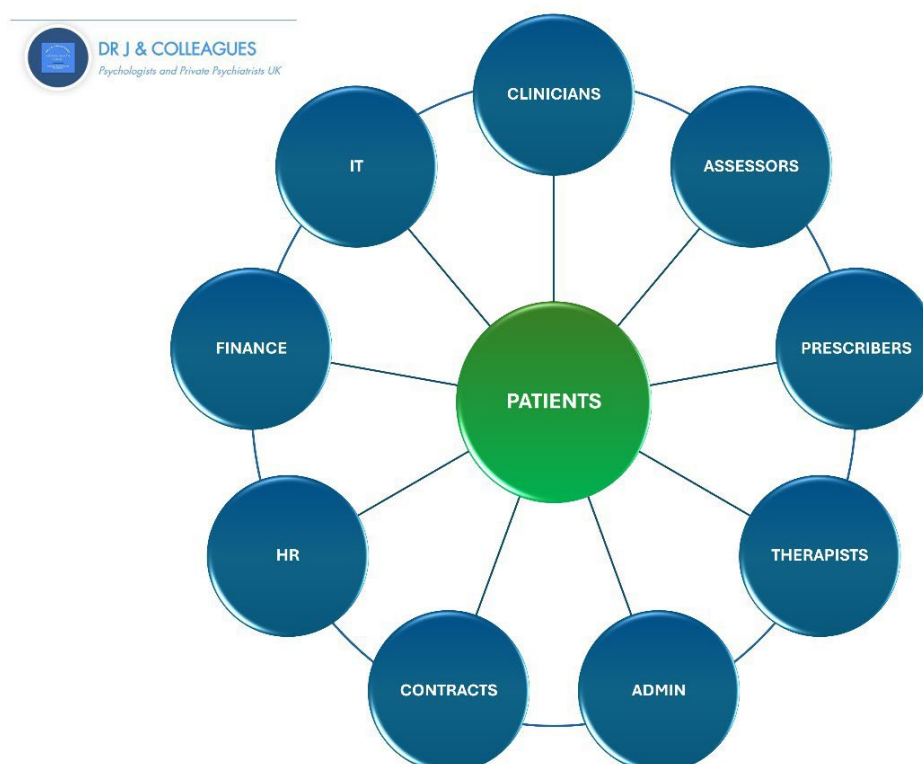
Related Policies

- DNA (Did Not Attend) Policy
- Referral Policy
- Risk Assessment and Management Policy



Patient Centric Model

Dr J & Colleagues operates a Patient-Centric Model, placing the patient's interests at the core of our service delivery:



This focus and commitment to the model enable us to consistently provide the highest standards of care, ensuring optimal service outcomes and patient satisfaction.