

## **Missed appointments in Wiltshire top 31,000 in just five months**

Between July and November 2016, more than 31,000 GP, nurse and healthcare assistant appointments were missed across Wiltshire's 55 GP Practices – the equivalent of over 1,033 days of general practitioner time.

Dr Peter Jenkins, Chair of Wiltshire Clinical Commissioning Group said: "We are urging patients to cancel their appointments if they are no longer required, or if they are unable to attend. Practices will then be able to offer these appointments to other patients who need them and will help to reduce waiting times.

"The number of missed appointments across Wiltshire averages around 6,000 every month, a shocking statistic that is exacerbated during the winter months when practices typically face an increase in patient demand for appointments."

Known as 'Did Not Attends', missed appointments have a huge impact on the health economy, prevent other patients from being seen and waste the time of ever-stretched doctors and nurses. In Wiltshire, this boils down to a potential 6,000 patients missing out on an opportunity to be seen each month.

Dr Richard Sandford-Hill, a GP from Market Lavington Surgery, explains: "On average a GP will conduct 30 appointments per day and based on the total number of missed appointments for July – November 2016, that's the equivalent of 1,033 days of general practitioner time that has been lost.

"It's no secret that NHS resources are stretched to the hilt, which is why it's really important that people understand the impact they have if they simply do not turn up. Everyone has responsibility to look after the NHS – it's tax payers money after all – and we urge Wiltshire people to cancel their unwanted appointments so that those most in need are able to be seen more quickly".

ENDS

### **Notes for Editors:**

- NHS Wiltshire Clinical Commissioning Group (CCG) is the commissioner of health care services for the population of Wiltshire. The CCG is led by local GPs who have first-hand experience of what their patients need.
- The CCG consists of 55 GP member practices and works closely with local partners including Wiltshire Council, local NHS providers, patients and the public to manage

existing NHS services and implement new services to ensure that high quality health and social care is delivered to the population as close to their home as possible.

Further information can be found on the website [www.wiltshireccg.nhs.uk](http://www.wiltshireccg.nhs.uk)

**Further information:**

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