

Missed Appointments Statement

Like all NHS services there is considerable demand for appointments within the CFS/ME team. Appointments that are not attended or cancelled at short notice cannot be filled.

If you no longer require our services, please contact 0330 7260077 or email cpm-tr.cfsme@nhs.net to enable another patient to benefit from our service.

To ensure the best use of staff time and to limit the number of unused appointments there is a strict policy in place regarding patients who do not attend or cancel their appointments:

- If you need to cancel your appointment, give at **least two working days' notice**.
- If you **cancel two appointments**, you will be discharged from the CFS/ME Service back to the person who referred you.
- If you fail to attend any appointment, you may be discharged from the Service back to the care of your GP- this is at the discretion of the clinician.

Please ensure that you contact the Admin Hub on 0330 7260077 and inform the administrator if your home/mobile number changes at any time.