



Diamond Health Group

Hendford Lodge Medical Centre

74 Hendford, Yeovil, Somerset, BA20 1UJ

Abbey Manor Medical Practice

Abbey Manor Park, Yeovil, BA21 3TL

Tel: 01935 470200 / 404820

Email: somccg.hendfordlodge-contact@nhs.net

Website: <https://www.diamondhealthgroup.nhs.uk>

Dear Sir / Madam

At Diamond Health Group, we are committed to providing timely access to care for all patients. When appointments are missed without prior notice (Did Not Attend – DNA), this directly impacts other patients and reduces the availability of NHS appointments. Every missed appointment is time that could have been offered to someone else who may be unwell, in pain, or waiting for care.

Why this matters

Missed appointments:

- Reduce availability for other patients
- Increase waiting times
- Place additional pressure on clinicians and staff
- Waste valuable NHS resources

As a busy NHS practice working under significant demand, we rely on patients cancelling appointments they cannot attend so that we can offer them to others.

Cancelling an Appointment

If you are unable to attend, you must provide at least 24 hours' notice. Appointments can be cancelled via:

- Telephone
- NHS App
- Online consultation
- Replying to your appointment reminder text (where available)

Providing 24 hours' notice allows us to reallocate the appointment to another patient in need.

Partners: Dr M Ariaratnam, Dr P Hine, Mr F Thomas

Diamond Health Group is the business name for the Partnership and is wholly owned by the Partners

Our Formal Warning Process

Where a patient does not attend an appointment and fails to provide 24 hours' notice, this will be recorded as a DNA. Following a missed appointment without appropriate notice:

First occurrence

A formal first warning will be issued.

Repeated non-attendance

Further written warnings may be issued.

Persistent non-attendance

In exceptional circumstances, and in line with NHS contractual guidance, the practice may review the patient's registration. Removal from the practice list is always a last resort and will be considered carefully and fairly.

Exceptional Circumstances

We understand that emergencies and unavoidable situations can arise. If you believe there were exceptional circumstances that prevented you from cancelling with 24 hours' notice, please contact the practice.

We ask all patients to work with us to ensure appointments are used responsibly and fairly for the whole community.

Thank you for your cooperation.

Regards,

Charlotte Blocke

Managing Partner

Diamond Health Group

Car parking reminder - Our car park is continuing to be independently monitored by Creative Car Parks and you will need to have your vehicle registration ready for receptionist or clinician when attending the practice and a permit will be issued for the duration of your appointment.