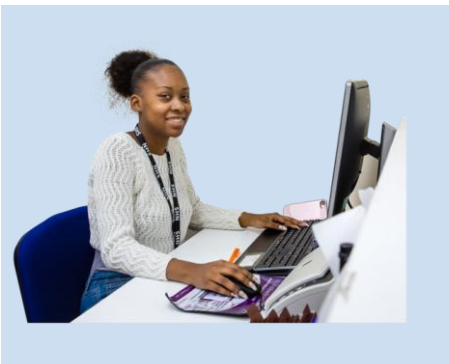


3. When someone does not go to an appointment

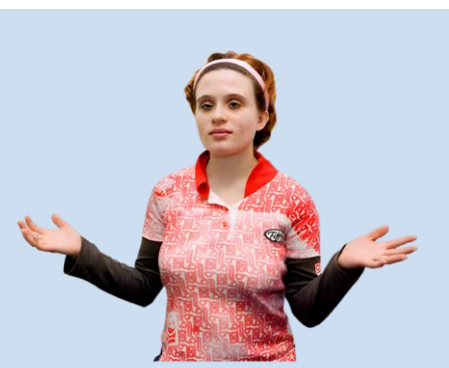
What is this work about?



Information from LeDeR says that sometimes people do not get the support they need to go to health appointments



When someone does not go to an appointment, their health record will say 'did not attend'

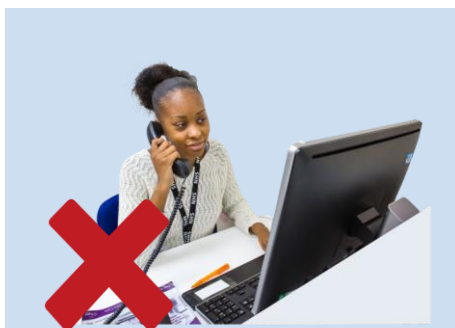


This happens even when it is not the person's fault that they did not go to the appointment.



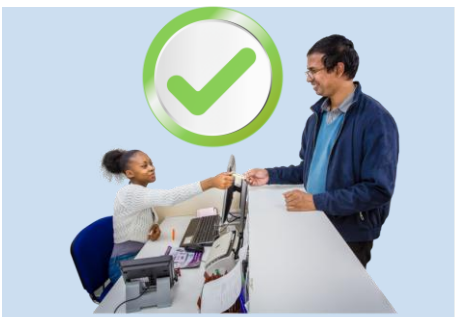
For example, some people need a carer to help them go to an appointment. They cannot go on their own

3. When someone does not go to an appointment



Staff did not always check why people missed their appointments

What did the team do?



The team looked at why people did not go to appointments and ways to make sure people could get to health appointments

What did they find out?



- Health staff did not always check why the appointment was missed



- Health staff did not check if any reasonable adjustments were needed so the person could go to the appointment.



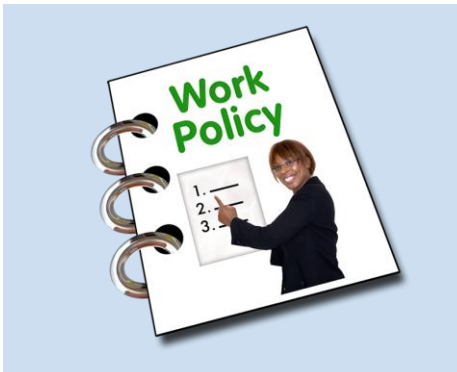
- Sometimes people missed out on care and treatment, or their care was later than it should have been

3. When someone does not go to an appointment

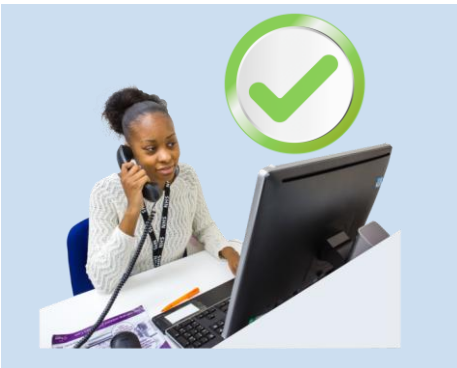
What did they do?



A doctor (GP) and their team did some work to change the **policy**



A **policy** is a set of rules or plans that tell people what they need to do and how to do it

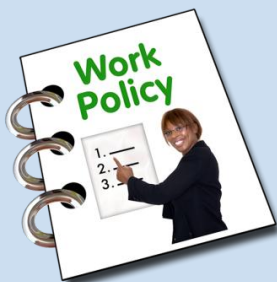


The team changed the policy so that health records say 'was not brought' instead of 'did not attend' when someone misses an appointment



This helps staff to see that it was not always the person's fault. It could be a problem with the support the person was given

3. When someone does not go to an appointment



The policy told staff clearly that they should:

- find out why the person was not brought to the appointment



- check if reasonable adjustments are needed and



- check for any risks to the person (sometimes called safeguarding concerns)

How did they make things better?



People get the right support to go to appointments more often. This helps to keep people safe and get the health care they need.