**NHS TALKING NNHSTALKING THERAPIES SOUTHWARK**

**Attendance Policy**

**Please let us know if you cannot attend your appointment**

If you are not able to attend your appointment, please let us know as soon as possible and preferably with at least 24 hours’ notice. You can let us know by emailing [slm-tr.SPTS@nhs.net](mailto:slm-tr.SPTS@nhs.net) or email your therapist directly if you have their email address. You can also call us on the telephone on 0203 228 2194.

**Missed appointments**

If you let us know that you cannot attend a scheduled appointment, your therapist will offer an alternative appointment as soon as possible on up to two occasions, thus extending the total duration of therapy. However, pressure from our waiting list limits our ability to extend further than this.

As there is a high demand for our service, we are unable to accommodate repeat cancellations or non-attendance. If you miss two appointments in a row without contacting us to cancel, or you miss or cancel three appointments over your course of therapy, we will discharge you back to the care of your GP.

**Arriving late for appointment**

Arriving promptly and on time for your appointment is important so that you can get the most out of your therapy. If you arrive late, we will do our best to see you and use the remaining session time as productively as possible. However, please accept that your session will be shorter as we are not able to run over time without making others wait.

**If you are discharged because of non-attendance but would still like to be seen**

You are welcome to re-refer yourself to the service by completing the online self-referral form found at <https://talkingtherapiessouthwark.nhs.uk/refer-yourself/> or by calling 0203 228 2194.Please note that we do not usually accept a re-referral within 3 months of being discharged.

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