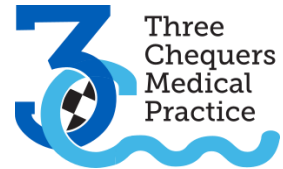


**Three Chequers Medical Practice incorporating:**

Endless Street Surgery  
Three Swans Surgery  
Winterslow Surgery  
Porton & Old Sarum Surgery



**Three Chequers Medical Practice**

72 Endless Street  
Salisbury  
SP1 3UH

T: 01722 336441

E: [three.chequers@nhs.net](mailto:three.chequers@nhs.net)

[www.3chequers.co.uk](http://www.3chequers.co.uk)

Dear Patient ,

Subject: Did Not Attend (DNA) for a Long-Term Condition and Medication Review

We are writing to you as you failed to attend a booked appointment today and this has been documented on your medical record.

This may have been an oversight on your part or an honest mistake, however we would like to draw your attention to our Did Not Attend (DNA) policy regarding missed appointments which can be viewed on our [website](#) or a copy can be obtained at Reception.

Our Did Not Attend (DNA) policy states that any patient who misses multiple appointments **may be removed from our Practice list**, resulting in them needing to register with another GP. This letter should be considered a written warning for not attending a pre-booked appointment at the Practice.

These appointments are in high demand, so not attending this appointment is a waste of valuable clinical time and has prevented another patient from having the opportunity of being seen. It is also important to attend your appointment so we can ensure your condition is properly controlled and managed. If you run out of your repeat medication and have not had a review, we will have difficulty re-authorising your repeat medication. Your medication may be stopped should you decline or ignore our invitation as we require up-to-date results to ensure we can prescribe safely.

If you are in a situation where you are unable to attend, you can cancel your appointment through online services or by emailing [three.chequers@nhs.net](mailto:three.chequers@nhs.net) as soon as possible.

We have created a mechanism for Long-Term Condition and Medical reviews to invite patients in line with their birth month to ensure we can provide this service to our patients alongside other urgent and acute medical care. We only have a limited number of appointments each month, therefore it is vital that you **attend the appointment within your birth month** to ensure your tests are completed and reviewed before we invite the next group of patients.

Thank you for your understanding in this important matter.

Yours sincerely,

Reception Team

**Three Chequers Medical Practice**

Partners: Dr Jeremy Howell · Dr Craig Kyte  
Dr Michele Giorgi · Dr Helen Drayson · Dr Timothy Moody  
Dr Peter Moody · Dr Hannah Clarke · Dr Daniel O'Sullivan

Three Chequers Medical Practice Registered Address: 72 Endless Street, Salisbury, SP1 3UH

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Register for Systmonline - The services are open **24/7/365** and can be accessed from your home PC, Tablet or Mobile phone