**Template response for missed appointment**

Dear x,

Re: <<Patient Identifier Label>>

Your department has automatically discharged this patient from your service following missing an appointment. You have requested that we make a new GP referral for the patient to be seen.

You should be aware that this breaches new requirements in the [standard hospital contract](https://www.england.nhs.uk/wp-content/uploads/2016/04/2-nhs-contrct-tech-guid-1617.pdf) which came into force on 1 April 2016, to reduce inappropriate bureaucratic workload shift onto GP practices.

**Contract reference SC6 states hospitals cannot adopt blanket policies under which patients who do not attend an outpatient clinic appointment are automatically discharged back to their GP for re-referral.**

This was reiterated in a recent letter from [NHS England](https://www.england.nhs.uk/wp-content/uploads/2016/07/letter-contract-requirements.pdf) to all Trusts.

**In line with the national contract requirement, please liaise directly with the patient to organise another appointment as appropriate.**

You will be aware that general practice is under unprecedented workload pressures. It is not appropriate for GPs and staff to incur the additional bureaucracy and workload to
re-refer patients after a single missed appointment. Additionally, several million GP appointments are wasted nationally due to patients seeing a GP for the sole administrative purpose of a re-referral, and which could instead have been offered to other patients.

Thank you for reviewing your Trust’s policy accordingly, and liaising directly with patients who miss a clinic appointment.

We have notified [insert] CCG as the commissioner of this breach in view of their responsibility to ensure delivery of the standard hospital contract.

Yours faithfully,