

GLENSIDE SPORTS INJURY CLINIC

Cancellation, Late Arrival and Did Not Attend Policy

UWE Bristol, Glenside Campus

Document owner	Clinic Practice Manager
Applies to	All patients and clinic staff
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1. Purpose

The Glenside Sports Injury Clinic operates with limited appointment availability and student capacity. Unused appointments reduce clinical placement opportunities for the students and limit availability for other patients. This policy sets out expectations for patients and the clinic regarding cancellations, late arrivals and missed appointments.

2. Patient Cancellations

2.1 Cancellation with notice

Patients are asked to give at least 24 hours' notice if they are unable to attend an appointment. Cancellations should be made by emailing sportsinjuryclinic@uwe.ac.uk or by cancelling via their booking link. Pre-paid appointments cannot be cancelled via the booking link and will need to email sportsinjuryclinic@uwe.ac.uk to arrange a refund.

2.2 Did Not Attend (DNA)

A DNA occurs when a patient fails to attend their appointment without prior notice. The DNA will be noted on the patient's record. The patient may be contacted by email to offer an alternative appointment. If the appointment has been pre-paid, you will need to email the clinic within 14 days at SportsInjuryClinic@UWE.ac.uk to arrange a refund.

Late cancellations and DNAs take away a valuable learning opportunity from our students, and result in lost revenue due to staffing costs. We ask that as much notice as possible is given for appointment cancellations, so that we can try to rebook the appointment.

3. Late Arrival

Patients who arrive late may not be able to attend their appointment. The following applies:

- Where a patient arrives up to 10 minutes late, the appointment will proceed where possible within the remaining time.
- Patients arriving more than 10 minutes late may need to be rescheduled at the supervisor's discretion, depending on the session schedule and patient safety.
- Late arrival does not extend the booked appointment time.
- The full appointment fee applies regardless of arrival time.

4. Clinic Cancellations

Where the clinic needs to cancel an appointment, patients will be given as much notice as possible. The following standards apply:

- Unplanned cancellations (e.g. supervisor/student absence, facility issue): as soon as possible by email and where urgency requires it, by phone.
- Clinic-initiated cancellations will always include an offer of rebooking at the earliest available slot.
- No charge applies where the clinic cancels an appointment. If pre-paid, the charge will be refunded via original payment method.

5. Repeat Cancellations

Where a patient has cancelled with less than 24hrs notice or failed to attend on two or more occasions, the Practice Manager will review whether further appointments should be offered.

6. Communication of This Policy

This policy is referenced in the patient Terms and Conditions, which patients agree to at the point of booking.