



## Diabetes and Endocrine Clinics – Partial Booking

# Changes to the Follow-Up Appointment System

As of Monday 6<sup>th</sup> January 2020, there will be a new follow-up appointment booking system in place to ensure that your follow-up appointment is booked in a precise and timely manner.

Patients who require a follow-up appointment more than 2 months in the future will be added to an electronic waiting list and will receive an appointment letter six weeks prior to their recommended follow-up time to inform them of their appointment date and time.

Patients who require an appointment in 4-8 weeks will book their appointment directly with the clinic receptionist.

Patients can advise the clinic receptionist of any dates/times that are inconvenient to them.

### Why the Change?

- Currently a number of patients do not attend their appointment and do not inform the hospital. By booking appointments nearer to when they are due, we hope to be able to reduce the likelihood of short notice cancellations by patients.
- There will also be a reduction in appointments being cancelled by the hospital. Currently, clinics are set up 14 months in advance, which can sometimes lead to unforeseen cancellations.
- By organising these clinics in this way there should be less need to 'overbook' (where two patients are booked in for the same appointment time). This will help the clinic run more efficiently, causing fewer delays to patients.

### Frequently Asked Questions

- **Will I be forgotten if I am on a waiting list?**  
**No.** The Outpatient Waiting List is an electronic record on the Patient Administration System and managed by an administration team at Dorset County Hospital. We run weekly and monthly reports to ensure all patients are booked.
- **What if I am unavailable around the time my appointment is due?**  
You can discuss your availability when you receive your appointment letter.

- **Can I change my appointment if the date/time becomes inconvenient?**  
**Yes.** If the clinic has an appointment available, this will be offered to you. If there are no available appointments you will be added to the waiting list and booked when the next clinics are arranged. If your appointment is urgent, arrangements can be made to ensure you are seen accordingly.

## Contact Numbers:

We hope that you have found this information useful. If you have any questions or are worried about anything, please speak to the following Dorset County Hospital Staff:

Diabetes Centre Receptionist:                      **01305 255130**

## About this leaflet:

Author:                      Melanie Chatfield, Medical Secretary  
Written:                      October 2019  
Approved:                      December 2019  
Review date:                      December 2022  
Edition:                      1

If you have feedback regarding the accuracy of the information contained in this leaflet, or if you would like a list of references used to develop this leaflet, please email  
[pals@dchft.nhs.uk](mailto:pals@dchft.nhs.uk)



**INTEGRITY | RESPECT | TEAMWORK | EXCELLENCE**

© 2019 Dorset County Hospital NHS Foundation Trust  
Williams Avenue, Dorchester, Dorset DT1 2JY  
[www.dchft.nhs.uk](http://www.dchft.nhs.uk)