

# HAVE YOU MADE AN APPOINTMENT AT LONGFIELD?

CAN'T MAKE IT ?

DON'T NEED IT ?

CANCEL IT !

We understand that circumstances can change and you may no longer be able to make your appointment. Here are the 4 different and easy ways to cancel your appointment, we ask that you give as much notice as possible:

- Call the surgery and press option 1 for the cancellation line, you will not have to wait in the queue, you can leave a message.
- If you have booked via Systmonline/Airmid or the NHS app, you can cancel your appointment in the same way.
- You can send an email to [reception.lmc@nhs.net](mailto:reception.lmc@nhs.net)
- You can use your PATCHS account to send an 'Admin' or 'Other' request and advise of your cancellation.

**Remember: An appointment not attended is an appointment denied to another patient**