

Leicestershire Adult Eating Disorders Attendance Expectations

Regular attendance at appointments is vital to assessing and treating the needs of patients. Missed and cancelled appointments cost the NHS a large amount of money each year and also impact on how quickly the team can offer its services to those appointments.

Assessment

It is important that you attend your assessment appointment with the service in order for you to progress with any treatment plan that may be identified.

If you are unable to attend a booked assessment appointment, it is expected that you inform the admin team on **0116 225 2557 / lpt.admined@nhs.net** prior to the appointment to enable us to rearrange this for you and also offer the appointment slot to another patient. However, if you call to rearrange your first appointment on more than two occasions, it is likely that you will be discharged from the service.

If you do not attend your appointment and have not called to rearrange, there is a possibility that you will be discharged from the service.

Review

Upon acceptance into the service you will be expected to attend review appointments whilst you are on the waiting list for treatment. Reviews help us understand the impact of our services on you, as well as determining the next steps for your care. They are a crucial aspect of treatment and help us monitor the effectiveness of treatment as well as managing risk. If you are unable to attend a review, we kindly request that you inform the team on **0116 225 2557 / lpt.admined@nhs.net** as soon as you are able. This allows us to rearrange if appropriate and offer the cancelled slot to other patients who are waiting.

If you call to rearrange on more than 2 occasions or fail to attend without contact, then you may be discharged. If discharge is not appropriate then you will be sent a 10 day opt in letter. If we do not hear from you after the 10 days then it is likely you will be also be discharged.

Therapy

If you are accepted and commit for therapy, your regular attendance is integral to the success of your treatment. In order to maximise the benefits of therapy, it is very important that you attend all scheduled appointments. This consistency of attending therapy sessions (including group therapy) assures that you will obtain maximum benefit and assists you in meeting your goals. Missed appointments disrupt therapy schedules which can impact you, your therapist, and other patients.

If you are unable to attend your first therapy appointment, it is expected that you inform the admin team on **0116 225 2557 / lpt.admined@nhs.net** prior to the appointment to enable us to rearrange this for you and also offer the appointment slot to another patient. However, if you call to rearrange your appointment on more than two occasions, there is a possibility that you will be discharged for the service.

If you do not attend your first therapy appointment without calling to rearrange, there is a possibility that you will be discharged from the service.

Once you are in therapy, if you cancel your scheduled appointment, you will continue onto your next scheduled appointment. However, regular cancellations of appointments may lead to a review of what the service can offer to you and could result in discharge from the service.

Medic/Dietitian/Nurse appointment

Some patients may be offered an outpatient appointment with a medic or other member of the service, including dieticians or nurse. This may be for advice, review, physical health assessment, mental health assessment, or other reason.

If you are unable to attend this outpatient appointment, it is expected that you inform the admin team on **0116 225 2557 / lpt.admined@nhs.net** prior to the appointment. Further appointments will be discussed within the team and if a new appointment is required, an appointment letter will be forwarded to you.