

## **Missed Appointment Policy**

Self Help is a user-led mental health charity that delivers a range of primary mental health care services and initiatives for people experiencing common mental health difficulties such as anxiety, depression and low mood. Self Help aims to continue to provide a high quality service to all of its users.

Demand for our therapy services is very high. In order to keep waiting times for our services as short as possible, we ask all clients to ensure that they keep appointments. Missed appointments prevent other people who are in need from being able to access treatment.

**If you need to cancel or reschedule your appointment**, please notify us, including your availability for a new appointment, by email to: [pws.manchester@selfhelpservices.org.uk](mailto:pws.manchester@selfhelpservices.org.uk)

If you're unable to contact the service via email, please leave a voicemail on the office number 0161 226 3871 - and a member of the admin team will get back to you, however please note that there may be a delay in you receiving a reply.

The following policy applies to missed appointments:

1. If you fail to arrive for an appointment without giving notice of being unable to attend, you will be discharged from the service.
2. If you cancel an appointment **more than once** whilst accessing the service/undertaking a course of therapy, you will be discharged from the service.
3. If you are discharged due to missing appointments you can be referred again to the service, when your circumstances allow you to attend regularly, but you will go to the bottom of the waiting list.