



NHS CANCELLATION POLICY

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Approved by	TVVS Directors
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NHS Cancellation/Non attendance Policy

TVVS Ltd is commissioned by Berkshire PCT to provide your Vasectomy via the NHS. However we are also a Private provider of Vasectomy.

Unlike our private patients, NHS patients are NOT expected to make a down-payment to secure an appointment with our service. As a consequence this can lead to patients not attending appointments, wasting clinical resources and disrupting the service to other users. The cost to the service / NHS of none attendance is £300.

To avoid any of the problems encountered for both service users and staff, by late cancellation or non attendance, TVVS recommends that you read the following guidelines carefully before confirming your appointment with us.

Following the referral by your GP, please discuss your vasectomy with your wife/ partner on more than one occasion prior to the appointment. If you are not 100% sure please see your GP to discuss and possibly cancel your request or book a consultation only appointment with our service to discuss your concerns further.

Please DO NOT arrange a one stop clinic appointment if following your GP consultation you are in any doubt whatsoever about going ahead with this procedure. Take your time to consider and book a consultation only appointment instead.

To ensure our service runs smoothly and efficiently good communication with our administration staff is essential, in particular, if you change your mind about your request for a vasectomy **it is essential** that you inform us and cancel your appointment **at least 1 week** before your vasectomy.

The service preserves the right to refuse provision on the basis of non-attendance or late cancellation, but will signpost you in the right direction of alternative arrangements.

Thank you for your understanding in this matter. Our patients are our priority and as such this policy is essential for the provision of high quality care.



Thames Valley Vasectomy Services

No-Scalpel Vasectomy - The Safe Keyhole Method

Checklist for the Review and Approval of Procedural Document

Equality Impact Assessment Tool

	Title of document being reviewed:	Yes/No	Comments
1.	Does the policy/guidance affect one group less or more favourably than another on the basis of:		
	<ul style="list-style-type: none">• Race	No	
	<ul style="list-style-type: none">• Ethnic origins (including gypsies and travellers)	No	
	<ul style="list-style-type: none">• Nationality	No	
	<ul style="list-style-type: none">• Gender	No	
	<ul style="list-style-type: none">• Culture	No	
	<ul style="list-style-type: none">• Religion or belief	No	
	<ul style="list-style-type: none">• Sexual orientation including lesbian, gay and bisexual people	No	
	<ul style="list-style-type: none">• Age	No	
	<ul style="list-style-type: none">• Disability – learning disabilities, physical disability, sensory impairment and mental health problems	No	
2.	Is there any evidence that some groups are affected differently	No	
3.	If you have identified potential discrimination, are any exceptions valid, legal and/or justifiable?	N/A	
4.	Is the impact of the policy/guidance likely to be negative?	No	
5.	If so can the impact be avoided?	N/A	
6.	What alternatives are there to achieving the policy/guidance without the impact?	N/A	
7.	Can we reduce the impact by taking different action?	N/A	

If you have identified a potential discriminatory impact of this procedural document, please refer it to the Head of Corporate Affairs, together with any suggestions as to the action required to avoid/reduce this impact.