

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 5 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.
- You can also reply CANCEL back to any confirmation or reminder text 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
- 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