**Your care, your call: patient FAQs**

**1. Why are you running this campaign?**

Because too many appointments are missed without notice. Last year, **1 in 8 patients didn’t attend**. Every missed appointment means longer waits for everyone. This campaign is about reducing wasted slots, giving patients more choice, and helping more people get seen on time.

**2. What is DrDoctor?**

DrDoctor is a text message service that reminds you about your hospital appointments. It helps you keep track, and if you can’t attend, it makes it easier to let us know.

**3. What happens if I miss an appointment?**

If you miss one appointment, we’ll try to rearrange it. But if you miss **two appointments** or turn down **two reasonable offers** without letting us know, you may be discharged back to your GP. This doesn’t apply if you’re a child, a vulnerable adult, or a doctor decides it isn’t safe.

**4. What if I can’t attend at the last minute?**

Please still tell us — even on the day. If you let us know, we can offer your slot to someone else and help you find a time that works better for you.

**5. Can I be offered an appointment at a different hospital?**

Yes. Sometimes we may offer you an appointment at another local hospital if it means you can be seen sooner. It’s your choice whether to accept or stay with your original appointment.

**6. How do I update my contact details?**

You can update your phone number and address with:

* the hospital booking team,
* your GP practice (via the national SPINE system), or
* the NHS App.

**7. Why might I be discharged back to my GP?**

This ensures that patients who want and are able to attend get access to care more quickly. If you’re discharged, your GP can re-refer you if needed.

**8. What if I have additional needs**

Please let us know as soon as possible. We can arrange support such as [health advocacy, interpreting](https://www.bartshealth.nhs.uk/accessibility-needs), [or help with travel (for eligible patients)](https://www.bartshealth.nhs.uk/transport), to make sure you can still attend.