

## **CAMHS Cancellations**

Information for Patients and Families

---

### **Child and Adolescent Mental Health Services (CAMHS) Midlothian**

#### **How long will I wait?**

We will do everything we can to make your waiting time as short as possible.

#### **How will I get my appointment?**

You will get an appointment letter which tells you the time of your appointment

**or**

You will get a letter asking you to phone and arrange an appointment

Please tell us if you change your name, address or phone number to make sure we can contact you.

You will usually be offered the next available appointment, at any of our sites in NHS Lothian.

We will give you at least seven days' notice of this appointment. Please consider your appointment carefully because if you refuse two reasonable offers of appointment, we may send your case back to the person who referred you to us, e.g. your GP/school, and your waiting time may start again.

Your letter and any leaflets we send you should give all the information you need. Please read them carefully and contact us if you have any questions.

#### **What should I do if I cannot come at a certain time?**

If you know, for example, that you are going on holiday, please let us know as soon as possible and we will make sure you do not get an appointment during that time.

Your waiting time will pause until you are available again.

If this is longer than 24 weeks, you will be removed from the list and we will ask that you are referred again when you are available.

#### **Keeping your Appointment**

If you cannot keep your appointment, or have been given one that is unsuitable, please change it by phoning the number on your appointment letter. Your call will give someone else the chance to be seen and will help us keep waiting times to a minimum.

As you may be aware, CAMHS is in very high demand and each appointment is valuable. Currently, up to 25% of appointments are being lost due to non-attendance and appointments being cancelled under short notice. This number of cancellations impacts on both the amount of time it takes for your child's treatment to be complete *and* how long it takes to see other children that are still on the waiting list.

We would urge families to prioritise appointments and to only change appointment times or cancel due to sickness. Please note that if a pattern of cancellations and/or non-attendance develops, it may lead to your case being closed to CAMHS and returned to the person who referred you to the service.