

Child and Adolescent Mental Health Service

Information for patients, parents and carers

What should I do if I cannot attend my treatment appointment?

- Tell us as soon as possible by phoning Tier 2 CAMHS: 01506 585008 – We can then give that appointment to someone else who needs it.
- We can arrange a new appointment.

What happens if I do not attend (DNA) my follow up treatment appointment?

- We will try to contact you by telephone in the first instance to discuss the reason for missing your appointment and to arrange another appointment if needed.
- If we cannot reach you by telephone, we will send a letter notifying you of your missed appointment.
- If you still feel treatment is necessary, you will need to phone us to make another appointment.
- If we do not hear from you within 4 weeks you will be discharged and you will need to go back to the person who referred you (GP, school etc) to request another referral into CAMHS.

As you may be aware, CAMHS is in very high demand and each appointment is valuable. Currently, approximately 10% of appointments are lost due to non-attendance and appointments being cancelled at 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 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 us discontinuing the psychological intervention with the Enhanced Psychological Practitioner (EPP) or Psychological Intervention Assistant (PIA) and discharging you from Tier 2 CAMHS (no further appointments offered). A re-referral to CAMHS would be required in the future.