

No-Show fee

Canceling by Phone

If you are unable to attend your appointment with the GP, practice nurse, or practice assistant, please call the assistant at least 24 hours in advance. This can be done Monday to Friday by calling **020-4441400**. You can only cancel or change your appointment by phone, not by email. Unfortunately, it has become increasingly common for patients to miss appointments without notifying us in advance. Given the busy schedule, we find this very inconvenient as we could have helped someone else during that time. For this reason, we apply a no-show fee.

No-Show fee

We charge a no-show fee as compensation for missed appointments with the GP, assistant, or practice nurse. This also applies to appointments canceled less than 24 hours in advance. Fees depend on the reserved time and range from €25 for a single consultation, €50 for a double consultation or a consultation with the practice nurse, to €90 for a surgical procedure. You will receive an invoice for no-shows or cancellations made within 24 hours. This fee cannot be submitted to your health insurance provider.