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Os oes angen gwasanaethau cyfieithu neu gopi o'r ddogfen hon arnoch mewn ieithoedd eraill, tâp awdio, Braille, neu brint brasach, siaradwch ag aelod o staff CWP neu e-bostiwch [cwp.info@nhs.net](mailto:cwp.info@nhs.net)

જો તમને ભાષાંતર સેવાઓની જરૂર હોય અથવા અન્ય ભાષાઓ, ઑડિયો ટેપ, બ્રેઇલ અથવા મોટા અક્ષરોમાં આ દસ્તાવેજની નકલ જોઈતી હોય તો કૃપા કરીને CWP સ્ટાફના સભ્ય સાથે વાત કરો અથવા [cwp.info@nhs.net](mailto:cwp.info@nhs.net) પર ઇ-મેલ કરો

Jeśli wymagane jest tłumaczenie, lub kopia niniejszego dokumentu w innym języku, na kasecie audio, alfabetem Braille'a lub druk większą czcionką, prosimy o skontaktowanie się z członkiem personelu CWP (Organizacja partnerska krajowego systemu zdrowia regionów Cheshire i Wirral) lub przez pocztę elektroniczną: [cwp.info@nhs.net](mailto:cwp.info@nhs.net)

如果您需要翻译服务或者需要该文件的其它版本, 录音磁带, 盲文或大字体, 请和CWP的一位员工提出, 或者发电邮至 [cwp.info@nhs.net](mailto:cwp.info@nhs.net)

यदि आपको अनुवाद सेवाएँ, या इस दस्तावेज़ की प्रति किसी अन्य भाषा, ऑडियो टेप, ब्रैल या बड़े अक्षरों में चाहिए, तो कृपया CPW स्टाफ के सदस्य से बात करें या [cwp.info@nhs.net](mailto:cwp.info@nhs.net) पर ईमेल करें

### Contact details

**Bolton Eating Disorder Service**  
01204 462 785

**Chester Eating Disorder Service**  
01244 397 755

**Macclesfield Eating Disorder Service**  
01625 505 620

**Trafford Eating Disorder Service**  
01925 248 473

**Warrington and Halton Eating Disorder Service**  
01925 248 475

**Wirral Eating Disorder Service**  
0300 303 3157 Ext: 40015

**I have read and understood the Eating Disorder Service Missed Appointment Policy**

NAME \_\_\_\_\_

SIGNED \_\_\_\_\_

DATE \_\_\_\_\_

The information in the leaflet was valid at the date of production Oct 2020 and is due for review in Oct 2022

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## Missed Appointment Policy

### Eating Disorder Service

Helping people to be  
the best they can be

## Introduction to the Eating Disorder Service

The Eating Disorder Service provides treatments for a wide range of eating disorders across Cheshire, Wirral, Bolton, Trafford, Warrington and Halton. We have a 14 bed inpatient ward in Clatterbridge.

## Assessment and Treatment

After we receive your referral, you may be offered an assessment. Following this you may be offered guidance or self-help materials as well as information on alternative resources or services that could help you.

You may be offered treatment within the Eating Disorder Service including medical, dietetic and talking therapies that would best meet your individual needs. The type and frequency of appointments will be discussed with you in more detail.

Throughout this time we will regularly review your progress which will usually involve completing some standard questionnaires as well as reviewing your progress towards your goals.

## Missed Appointments

In order to reduce the waiting time to access treatment due to unused appointments, the service operates a missed appointments policy.

## How can you help?

Please ensure that you make every effort to attend all of your planned appointments and arrive on time.

If you are not able to attend a planned appointment for any reason, please let the service know as soon as possible.

If you have further questions, please ask to speak to a member of the team.

## Attendance at Appointments

- **If you do not attend your initial appointment, and do not contact us within 3 days, you will be discharged from the service and your GP will be informed.** You may also be discharged if you fail to attend subsequent appointments and fail to make contact within 3 days.
- **If, in exceptional circumstances, you need to cancel an appointment, please give at least 24 hours' notice. Late cancellations may be counted as missed appointments.** Please make any cancellations as early as possible, as this helps us to give the appointment to another client.
- **Once your treatment has commenced, it is important you attend regularly.** Once you have an agreed plan of treatment, you may be discharged for failing to attend 2 of your sessions in a row, or 4 sessions during your whole treatment.
- **If you fail to attend a treatment appointment which is part of an agreed set of sessions, it will still be counted as one of your contracted sessions.** This includes appointments for courses and workshops.
- **Short notice cancellations** (less than 24 hours) may also be counted as one of your sessions.
- **If you are discharged from our service,** we will let your GP practice know. To access the service again, you will then need to see your GP and request a re-referral. Sometimes, on re-referral, you may then be subject to a modest wait before treatment, depending on the demands on the service at that time.
- **Receiving help for eating problems can be challenging and sometimes people decide that the time is not right for them. If this ever applies to you, please discuss it openly with your worker. You can then be given the relevant help and advice to manage your symptoms when discharged. We also value any feedback you have about your treatment, as this helps us to continually improve the services we offer.**