If a patient has repeated non-attendance, we reserve the right to remove them from the programme.

- Patient does not attend appointment.
- 3-month appointment attended.
- 6-month appointment attended.
- 12-month appointment attended.
- Patient called to find out reason for DNA.
- Date for next appointment / contact agreed.
- Data uploaded onto views.
- Patient no longer interested.
- Patient returns call.
- Patient does not return call.
- Patient does not answer call.
- Voicemail left.
- Attempt to call again after 3 days and then 2 weeks.
- Send email or letter after 3 weeks.
- Contact attempts recorded on views.
- Initial appointment booked.
- Initial appointment completed. Patient’s personal motivation is elicited, appropriate activities are discussed, a physical activity plan is created collaboratively, and personal goals set.
- Patient signposted to appropriate physical activities and supported when necessary.
- Patient completes self-referral form.
- Referrer and patients’ GP emailed update.
- Macmillan Assessment pack completed.
- Record on views.
- Data uploaded onto views.
- Follow up text / email messages scheduled.
- Reminder text / email sent day before appointment.
- Appointment confirmation text message / email sent.
- Referrer sends completed form to Macmillan Move More NHS email: swlccg.movemorewandsworth@nhs.net
- Referrer and patients’ GP emailed to confirm receipt of referral.

Follow up / support phone call(s) available if required.

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