

## Information for Service Users

### Online Booking Cancellation Guidance

Thank you for booking your initial assessment online with the Brighton and Hove Wellbeing Service.

You can re-arrange your appointment once via the online booking portal.

**If you need to rearrange your appointment a second time, please call 0300 002 0060.**

Whether you need to rearrange or cancel your appointment, please aim to contact the service within at least 48 hours of your appointment. This will enable us to offer this appointment to another patient.

Our service policy is to attempt to offer an alternative appointment if you miss or cancel an appointment. However, if you cancel or miss a second appointment we may not be able to offer you further appointments.

We appreciate that the reason for a cancellation or not attending an appointment is often due to an unforeseen event, however, we are unable to offer open ended appointments. Please let us know the details of your specific circumstances when you contact us.

If we are unable to offer further appointments at this time you can re-refer to us. In many cases this will be appropriate to do at a time when you are available to attend an initial assessment. Thank you for your understanding.

Brighton and Hove Wellbeing Service