

## Missed appointments

Fieldwork Dates: 27th February - 16th March 2020



Total	Sector	
	NHS (Public sector)	Private Sector
	A	B

### Under what circumstances, if any, do you think NHS patients who miss appointments should be fined?

	Unweighted base	744	268
	<b>Base</b>	1012	266
All cases	7%	7%	7%
If they fail to give reasonable notice or a good reason	72%	70%	79%
None at all	17%	19%	12%
Don't know	4%	4%	2%

### How much do you think NHS patients should be fined for missing an appointment?

	Unweighted base	571	231
	<b>Base</b>	802	230
The full cost of the appointment	21%	19%	26%
A portion of the cost of the appointment	17%	17%	16%
A flat fee unconnected to the cost of the appointment	58%	60%	54%
Don't know	3%	3%	3%

### How much of a problem, if at all, do you consider NHS patients missing appointments to be?

	Unweighted base	744	268
	<b>Base</b>	1012	266
It's a major problem	79%	79%	79%
It's a minor problem	18%	18%	18%
It's not a problem at all	1%	1%	1%
Don't know	2%	3%	2%

### Do you think NHS patients who routinely miss appointments without good reason should be given lower priority than other patients?

	Unweighted base	744	268
	<b>Base</b>	1012	266
Yes	67%	66%	72%
No	23%	24%	19%
Don't know	10%	10%	9%