



Missed appointments — quarter

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213 slots · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. No real patient. **No reason for consultation appears in this file** — it does not need one, and putting it there would turn a management table into health data.

Breakdown

Time band	Scheduled	Missed	Rate
Before 9:30 am	312	75	24.0%
9:30 am – 12:30 pm	641	51	8.0%
2 pm – 5 pm	598	48	8.0%
After 5 pm	291	39	13.4%
All	1,842	213	11.6%

By booking lead time

Lead time	Scheduled	Missed	Rate
Under 7 days	504	29	5.8%
7 to 42 days	961	89	9.3%
Over 42 days	377	72	19.1%
Not recorded	0	23	—

23 rows with no lead time. They come from rescheduled appointments, where the software overwrites the original booking date. The overall rate includes them; the per-lead-time rates do not. The gap is flagged rather than smoothed over.

Detail extract (10 rows of 213)

Date	Time	Practitioner	Lead time	Status
04/03/2026	08:45	Dr Diallo	51 d	Absent, no notice
04/03/2026	09:00	Dr Kane	8 d	Cancelled 1 h ahead
05/03/2026	08:30	Dr Diallo	63 d	Absent, no notice
06/03/2026	17:45	Dr Mbaye	12 d	Cancelled 2 h ahead
09/03/2026	09:15	Dr Kane	47 d	Absent, no notice
11/03/2026	08:45	Dr Mbaye	not recorded	Absent, no notice
12/03/2026	14:30	Dr Diallo	5 d	Cancelled 1 h ahead
16/03/2026	08:30	Dr Kane	58 d	Absent, no notice
18/03/2026	18:00	Dr Mbaye	21 d	Absent, no notice
19/03/2026	09:00	Dr Diallo	44 d	Absent, no notice

The 41 cancellations under two hours appear here as "Cancelled 1 h ahead" or "Cancelled 2 h ahead". Your software counts them as missed. Removing them brings the quarter

down to 9.4%.

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.