

Patients waiting over an hour for pre-booked appointments can have various implications: 1– Implications for patients: – Increased frustration and dissatisfaction with the healthcare provider. 2– Implications for the staff: – Decreased efficiency and productivity if appointments are not managed effectively. 3– Cost implications: – Increased operational costs if appointments run over time, leading to overtime pay for staff. – Increased costs related to managing patient complaints and addressing issues caused by long waiting times. – Disruption of daily schedules and inconvenience for patients and their families.