

DNA – Did Not Attend Policy

A 'DNA' (Did Not Attend) is an occasion on which a patient does not attend a booked appointment with a member of the practice team without contacting the surgery to cancel prior to the appointment time.

The surgery reserves the right to remove patients from the practice list if they DNA three appointments within a 12 month period.

When a patient does not attend an appointment without giving advance notice the doctor will code the missed appointment on the patient record. This generates a DNA letter that is sent to the patient.

Process:

The practice monitors failure to attend appointments on a weekly basis and we need to reduce the number of wasted appointments. Missed appointments cause:

A waste of doctor/nurse resources

An increased waiting time for appointments

Inconvenience for both patients and staff

We monitor our fail to attend problem via our computer system which automatically logs on a patient's record if they fail to attend an appointment and sends a text message to patients who have a mobile number recorded. We then take the following steps to try and prevent further missed appointments:

Letter 1 If a patient fails to attend more than two appointments in the last 12 months we will write to them to inform them about contacting us if they are unable to attend. We also attach a copy of the DNA (did not attend) policy.

Letter 2 if a patient fails to attend a further appointment we will send a second reminder letter.

Letter 3 Patients who have received both letters for DNA appointments receive a third letter informing them that they will be removed from the practice list and should seek an alternative GP practice.

New Patients

All newly registered patients will be sent letter 1 if they fail to attend their first appointment with the practice.

Exclusions

No patient will be removed from the practice list without due consideration of their individual circumstances and reasons for non-attendance. The purpose of this policy is not to penalise patients with valid medical reasons for non-attendance.

If the practice is aware of special circumstances surrounding a patient's non-attendance, for example, patients who have been admitted to hospital or have dementia, the medical team reserve the right to exclude the patient from management under this policy.

Patients concerned regarding their management under this policy or who are having problems attending should speak to the surgery. Lack of organisation or forgetting is not an acceptable reason for non-attendance.