

DID NOT ATTEND POLICY

Introduction

This places great pressure on appointment availability. As a practice we would like to reduce the rate of DNAs, by the use of education, and considering the removal of those who persistently waste practice time and resources.

If a patient does not turn up for an appointment and did not contact the surgery in advance to cancel/change appointment, this is classed as a DNA'd appointment. Patients can cancel appointments via the telephone lines, text messages, face to face and also online.

The effects of DNA's are:

- An increase in the waiting time for appointments
- Frustration for both staff and patients
- A waste of resources
- A potential risk to the health of the patient

Whilst it is important to be consistent, there will be exceptions on an individual case-by-case basis.

Policy

A list of frequent non-attenders will be produced monthly and reviewed by the partners to identify any patients who should be excluded from the general policy, for reasons such as clinical memory problems.

If a patient has missed 3 appointments in a year, they will receive an informal warning letter from the practice. One further DNA within 6 months of the first warning letter will result in a letter which will warn them of the risk of removal if no change is made. One further DNA within 6 months of receiving the first warning letter will trigger the patient to be discussed at a practice meeting and one of the Partners will have the final decision and authorise the removal from the practice list. In this case a formal warning letter will be issued.