

AW Surgeries

Management of Patients Who Repeatedly Do Not Attend Re-arranged Appointments (DNA Policy)

1. Purpose

Approximately 265 appointments per month are classified as 'Did Not Attend' (DNA) i.e. the patient did not turn up for the appointment and did not contact the surgery in advance to cancel/change the appointment. The Purpose of this policy is to ensure the effective use of clinical time and maintain fair access to appointments by setting out how the Practice manages patients who repeatedly fail to attend re-arranged appointments.

2. Scope

This policy applies to all patients registered with the Practice who fail to attend scheduled appointments without notice (DNA) and continue to miss appointments after they have been re-booked or re-arranged.

3. Policy Statement

The Practice is committed to providing timely care to all patients. The effects of DNA's are:

- Increased waiting time for appointments.
- Waste of Resources and unnecessary strain on the service.
- Frustration for both staff and patients waiting for appointments
- Potential risk to the health of our patients.

4. DNA Policy

A DNA occurs when an appointment is not attended and the patient has not contacted the Practice in advance to cancel it or where the cancellation is so late as to make it impossible to allocate that time to another patient who needs treatment.

The Practice will code this DNA and this will prompt a retrospective check on the number of DNAs recorded against that person. As such, the following applies

1st DNA: Where this is the first occasion, a code will be added to the patients' medical records, and the patient contacted by text message, a note will also be added to their records and the DNA counted in the monthly search.

2nd DNA: Where this is the second occasion, the patient will be contacted by the Practice, advised of their second missed appointment and informed that if a further appointment is DNA'd they could be at risk of compromising their relations with the Practice.

3rd DNA: Where a third DNA has occurred, the Practice will review the individual case and a decision will be taken with regard to addressing the patient's future ability to pre-book routine appointments. The Practice will consider whether consistent failure to adhere to our Practice Policy constitutes a breakdown between the patient and the GP (where the GP practice has given clear instruction on our policy and the patient has chosen to disregard this on several occasions in spite of due warning). This ultimately could result in your being removed from the practice list and you will need to register with an alternative Surgery.

5. Responsibilities, how to avoid becoming a DNA

Patients must attend or cancel appointments on time. If you cannot attend or no longer need the appointment, please ring up in advance – ideally 24 hours before the scheduled appointment by calling the surgery on 01384 465422.

Staff must record DNAs and apply policy consistently.

6. Communication

Policy will be available on website, displayed in waiting areas and communicated through reminders.

7. Supporting Statement

Missed appointments impact all patients. Working together improves access and ensures resources are used effectively.