

DID NOT ATTEND POLICY (DNA)

Wasted appointments are a huge problem throughout the NHS. The issue of Did Not Attends (DNAs) is a continued frustration for both patients waiting to get an appointment with their GP or Nurse and for those working in the Practice. Blyth's Meadow Surgery, in an attempt to try to rectify the problem has therefore agreed the following policy: -

The appointment system is monitored monthly to search for patients who have 'DNA'd' appointments which they booked with the GP's, Practice Nurses and Health Care Assistant.

Notifying the Practice:

Patients must notify the Practice the day before their appointment should they not be able to attend by ringing our reception team on 01376 552508 or replying to their SMS reminder. If an emergency situation means a patient cannot attend on that day, patients must ring as early as possible on that day, before the appointment time to notify our reception team that they cannot attend. This appointment can then be offered to another patient.

Failing to Attend Without Prior Notification:

When a patient fails to attend an appointment with a healthcare professional a note of the date and time is made in their electronic medical record, and if applicable an SMS sent confirming they have DNA'd.

When a patient fails to attend **3** appointments with a healthcare professional within a **12** month period, the Practice Manager will write to the patient, reminding them of the importance of first cancelling unwanted appointments and detailing the consequence of not cancelling. This letter will also explain to the patient that should they fail to attend a further appointment without first cancelling it, they may be asked to leave the practice, it will also ask if there are any mitigating circumstances the patient would like to make us aware of.

If the patient fails to attend a further appointment following receipt of the first letter, the Practice Manager will write to the patient notifying them of their potential removal from the practice list and that this will be discussed by the partners at the next Practice Meeting. The patient will be invited to contact the Practice Manager in writing within 7 days with a suitable apology and explanation for this non-attendance.

If a suitable apology and explanation is received the Practice Manager will acknowledge this letter and maintain the patient on the list, but will remind the patient that should they fail to attend any further appointments their removal from the list will be scheduled for discussion.

If following this apology the patient fails to attend another appointment, the Practice Manager will bring this to the attention of the partners who will decide the next course of action. The usual course of action would be to remove the patient from our list without further discussion.

Should the partners decide it is in the best medical interests of the patient for them to remain on our list the patient will be sent a letter advising them of the decision made, reinforcing the Practice policy and advising the patient of the consequences should they DNA again.