# **Did not attend (DNA) Policy**

**Introduction**

It can sometimes be difficult to get a routine appointment with a GP or Nurse. In General Practice demand can be unpredictable, which cannot easily be remedied.

One factor which makes this more difficult to overcome is missed routine appointments due to did not attend (DNAs), or patients being late for their appointments/

Where patients have been declined routine appointments because appointments are fully booked, it is at best disappointing when one of those booked appointments is unused due to a DNA, and no contact has been made with the practice to cancel the appointment so that it can be released for others or telephones so late as to make it impossible to allocate the appointment to another patient.

The effect of DNAs

* 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

By reducing the number of DNAs we hope to be able to:

* Enable more effective booking
* Allow efficient running of clinics
* Reduce costs
* Increase productivity

**What is a DNA ?**

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 the appointment to another patient. The practice will code this DNA and will prompt a retrospective on the number of DNAs recorded against the individual.

**DNA Policy**

Applicate to DNAs within a 12 month period

**DNA 1**

Where this is the first occasion, a code will be added to the patients medical record and the DNA counted in a monthly search.

**DNA 2**

Where this is the second occasion an informal warning letter will be sent to the patient (Appendix A). This letter will be printed by Reception team and posted to the patient.

**DNA 3**

If the patient fails to attend 3 appointments within a 12 month period, a formal warning letter will be sent reminding them that should they miss another appointment they risk being removed from the practice list (Appendix B).

If the patient fails to attend 3 appointments within a 12 month period, this patients details will be brought to Partners attention by Practice Manager. Senior Partner will make a decision as to whether the patient is to be removed from the list. The patient will then be notified in writing (Appendix C).

**Children’s DNA’s**

Where children DNA their appointment, the practice will attempt to discuss the DNA with the child’s parent(s) or guardian(s) in the first instance, to understand why the DNA has occurred.

Children’s DNAs will be managed in accordance with the DNA Policy above, with the exception of children with safeguarding concerns. If there are any safeguarding concerns the relevant health safeguarding concerns has 3 DNAs a referral to Children’s Services may be considered.

**Late Patients**

We understand that sometimes factors are outside of patient’s control, and these in turn could result in patients being late for their appointment or them being unable to attend their appointment.

We ask that when patient’s know that they are going to be late for their appointment, they make contact with us as soon as they can to inform us. The practice will undertake to see patients who are going to be late; however this will not be possible in all circumstances. By contacting us if you are going to be late, we can confirm whether we will still be able to go ahead with your appointment.

**Should you need to cancel, or notify us that you are going to be late for your appointment, here’s how:**

**Telephone 01515115805 Option 1**