



Did Not Attend Policy

The practice recognises that patients can from busy lives forget about an appointment until after the event. These patients are usually apologetic, embarrassed, rebook and it doesn't occur again. However, there are a few patients that will frequently DNA, don't appear to understand or accept the impact it has on other patients. So we have tried to follow a policy that tries to change the behaviour of the more frequent Did not attenders.

The purpose

The outcome we are hoping for is to...

- Help to reduce the number of DNAs
- Find out a solution to the common reasons as to why people DNA.
- Help people who frequently DNA to find solutions as to why they DNA.
- Free up wasted appointments which are lost by people who DNA.
- Encourage people to keep the surgery informed of problems.
- Encourage people to cancel appointments if they cannot attend.

The protocol

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

If a patient has missed an appointment they will receive a letter from the practice advising them to sign up to our SMS text messaging service and inform us of any future cancellations. 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. Another further DNA will prompt the practice to have a meeting with the Lead GP as to whether the patient can remain on our practice List, an appointment will be made with the patient and failure to attend this meeting to discuss further attendance will prompt the practice to put their name on the "removal" list and will be deducted from the practice list within 14 days. The practice will inform NHS England and will write to the patient informing them of the decision.

Essentially: patients who DNA three times or more in a 6 month period may be removed from the list if their behaviour cannot be adequately justified or changed.