

# St. Andrew's Medical Centre

## Did Not Attend Policy

Approximately 150 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 appointment** (minimum of 2 hours).

The effects of these are:

- Frustration for patients trying to book appointments as wasted appointments increases wait times
- A waste of resources - time and money
- Potential risks to the health of patients

### General Policy

All **Do Not Attend** appointments are automatically coded as DNA to the patient's record.

#### Letter 1 – An appointment reminder (Reception Team)

If a patient fails to attend a pre-booked appointment on one occasion without notifying the practice with adequate notice (minimum 2 hours); an information letter and a copy of this DNA Policy will be emailed or posted (if no email is on the system).

#### Letter 2 – A reminder of the DNA policy (Practice Manager)

If the patient then fails to attend a second appointment within a 12-month period, the named GP will be alerted as a safeguarding alert to ensure the patient is not in the 'patient at risk' category and where the patient is at risk the practice will follow-up the reason for non-attendance to ensure the patient's health care. If the patient is not at risk then a letter will be sent to remind the patient of the procedure that will follow if further appointments are not attended. The letter will also advise the patient that a further DNA within the year will result in a ban from booking appointments online or at the surgery in advance, the patient will be restricted to same-day appointments only.

#### Letter 3 – A formal warning of possible removal from the practice list (Practice Manager)

If the patient then does not attend three appointments in the same 12-month period a warning letter will be sent that a further DNA without reason may result in removal from the practice list.

#### Letter 4 – A notification of removal from the Practice List (Practice Manager, authorised by Senior Partner GP)

If the patient then does not attend a 4th appointment in the same 12-month period, the matter will be discussed at a practice meeting and a majority agreement will be reached as to whether the patient will be removed from the practice list. If removal is agreed, a formal warning letter to remove the patient from the list will be issued by the Senior GP Partner.

Warning letters are valid for a rolling period of 12 months. A 'removal' decision based on warnings that have been given in a period of more than 12 months will be suspended and a further formal warning and short period of grace will be given.