

Did Not Attend (DNA) Policy

A DNA occurs when a patient does not attend an appointment, 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.

An appointment is not attended when:

- 1) A patient fails to arrive at a face-to-face appointment; or
- 2) A patient fails to answer their telephone after three attempts at calling by the clinician

Park Medical Centre adopts a three-step approach to managing DNAs as follows:

First missed appointment

- Recorded onto computer system as **Did Not Attend**. First DNA appointment SMS/ letter sent. The purpose of this letter is to remind patients of the importance of attending appointments.
- Any child will be recorded as **“child not brought”**

If a patient rings to cancel an appointment within 30 minutes of appointment time, this will still be recorded as Did Not Attend and the patient/caller will be advised.

Second missed appointment (within 12-month period)

- Recorded onto computer system as **Did Not Attend**. If a patient DNAs two appointments within a twelve-month period a second DNA letter is generated, explaining that should there be a further DNA within the twelve-month period that the surgery would consider removing the patient from the practice list.
- Any child will be recorded as **“child not brought”**

Third missed appointment (within 12-month period)

- Recorded onto computer system as **Did Not Attend**. In the event of a third DNA within a twelve-month period, a further letter will be sent to the patient, the case will be reviewed by a member of the medical team and the patient may be removed from the practice list.
- Any child will be recorded as **“child not brought”**

For children – the parent will be contacted and asked to discuss whether the health needs of the child are being met.

Exclusions

No patient will be removed from the practice list without due consideration of their individual circumstances and reasons for non-attendance. The purpose of this policy is not to penalise patients with valid medical reasons for non-attendance.

If the practice is aware of special circumstances surrounding a patient's non-attendance, for example, patients who have been admitted to hospital or have dementia, the medical team reserve the right to exclude the patient from management under this policy.

Patients concerned regarding their management under this policy or who are having problems attending should speak to the surgery. Lack of organisation or forgetting is not an acceptable reason for non-attendance.