

DID NOT ATTEND POLICY

INTRODUCTION

Approximately 40 appointments per month are 'Did Not Attend' (DNA), i.e. the patient does not turn up for the appointment and does not contact the surgery in advance to cancel/change appointment. The affect of these are:

- 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

GENERAL POLICY.

If a patient fails to attend a pre-booked appointment on more than one occasion in the last month, an informal warning letter will be sent to the patient, advising them that a further occurrence could risk removal from the practice.

If the patient fails to attend another appointment, 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. In this case a formal warning letter will be issued.

Warning letters are valid for a period of 12 months. Removal based on warnings greater than 12 months old will be invalid – in this case a further formal warning and period of grace will be required.

SCREENING APPOINTMENTS

Where a patient with a chronic condition or is otherwise deemed to be "at risk" fails to attend a screening or a recall appointment there may be an implied duty on the practice to follow-up the reason for non-attendance to ensure that the patient's health is not at risk.

The responsible clinician (usually the doctor or the nurse holding the clinic) will be responsible for initiating action to contact the patient by telephone to determine the reason for the failure to attend, and where possible re-arrange the appointment.

Where a new appointment is arranged, this is to be followed up with a letter of confirmation, and, the day prior to the new appointment date, a further telephone call to the patient is to be made to check that they will attend.

The clinician will have overall responsibility for the individual patient follow-up and attendance, although the administration aspects may be delegated.

The DNA must be coded onto the clinical system at each non-attendance.

The practice manager will be responsible for the issue of a monthly DNA clinical system report by clinician for clinician review. The review, completed by the responsible clinician (s) is to be returned to the practice manager by 10th of each month

CONTINUES >>>

FIRST LETTER (INFORMAL WARNING)

Dear

I have noticed from our records that you failed to attend [2] appointments at the surgery in the last month.

This may have been an oversight on your part but I need to bring to your attention that the practice now has a policy regarding missed appointments which can be viewed on our website www.stainesroadsurgery.nhs.uk.

If you have specific problems that you wish to discuss that are preventing you from informing us when you cannot attend for an appointment then please ring me on the above telephone number and I will try and help where I can.

Thank you for your co-operation in this matter.

Yours sincerely,

Practice Manager

SECOND LETTER (FORMAL WARNING)

Dear

Further to my previous letters dated _____ I have been made aware that you failed to attend another appointment on _____ .

As explained in the leaflet I sent you and the notice on display in the practice reception area the practice regards repeated missed appointments very seriously and as a result this letter represents a formal warning that should a further appointment be missed you will be removed from the practice list without further notice.

If you would like to discuss the circumstances surrounding your appointments please contact [*Insert Name*]

Yours sincerely,

Senior Partner

| On behalf of the Partnership

***For an example of a final removal letter please see Removal of Patient from List
[*]***

FIRST LETTER (FOLLOWING DNA CONTACT)

DEAR

Following our recent telephone conversation I confirm that a new appointment has been arranged for you as follows:

Date:

Time:

With:

In order to make sure that you remain in the best health it is essential that you attend for your health / screening check. If you are unable to do so, and to prevent a waste of a valuable appointment, you must arrange to telephone reception to cancel this in advance.

As advised, we will be telephoning you on [*insert date*] to confirm that you will attend.

PRACTICE MANAGER

