# DID NOT ATTEND POLICY

## Introduction

Missed appointments 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. The effects of these are:

* An increase in the waiting time for appointments
* Frustration for both staff and patients
* A waste of resources

## General Policy

It is important that any DNA policy is agreed as a practice and patients are made aware of the policy and the reason for implementing. Whilst it is important to be consistent, there will be exceptions on an individual case-by-case basis. The policy can be conveyed by notices in the waiting room, as well as a copy of the system on the surgery website.

Arriving 5 minutes late for an appointment (i.e. half way through the allocated time for an appointment) will require staff to check with the clinical member of staff , for example GP/PN/HCA, as to whether the clinician can still see the patient/see them at the end of the surgery etc. The patient should be informed they are 5 minutes late for their appointment and await a response from the clinician.

Arriving more than 10 minutes late for an appointment or failing to cancel a minimum of 4 hours before the appointment time may be recorded as a DNA if no reasonable explanation is provided.

If a patient fails to attend a pre-booked appointment on 2 occasions in the space of 12 months, 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 (3rd) within a 12 month period since the 1st informal warning letter, a second letter (formal warning) will be sent to the patient advising that a further occurrence could risk removal from the practice list.

If a patient fails to attend a 4th appointment within the same 12 month period, the matter will be discussed at a Practice meeting and a decision will be reached as to whether the patient will be removed from the practice list. Following that decision, a 3rd DNA letter will then be sent to the patient advising them the matter has been discussed at a Practice Meeting, and a decision taken to remove the patient from our list of patients.

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.

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