

Introduction

Too many 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 the appointment. The effect of this is:

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

DNA Policy

Due to the increasing number of appointments wasted through non-attendance the practice have, with the support of the Patient Participation Group (PPG), introduced the following policy.

STAGE ONE

The patient has failed to attend a pre-booked appointment (1st time in a twelve month period). Patient will receive a DNA 1 letter and a copy of this policy.

STAGE TWO

Patient has failed to attend a pre-booked appointment (2nd time in a twelve month period) **OR** patient has failed to attend a "same day" appointment i.e. an appointment booked for attendance the day it's booked.

Patient will receive a DNA 2 letter and a copy of this policy.

STAGE THREE

Patient has failed to attend a pre-booked appointment (3rd time in a twelve month period) **OR** patient has failed to attend a "same day" appointment i.e. an appointment booked for attendance the day it's booked for the second time.

What will happen if a patient reaches Stage 3?

At this stage, one of two things will happen:

1. The Partners will request the removal of the patient from the practice List and will write to the patient advising that this is the course of action they have taken.

OR

2. The Partners will write to the patient advising that they may remain registered at the practice on the condition that all appointments are attended thirty minutes before their allocated appointment time. Patients not arriving thirty minutes before their allocated appointment time will have their appointment cancelled. This allows us the opportunity to offer the appointment to another patient should this not be adhered to. Patients subsequently attending the surgery once their appointment has been cancelled will not be offered another appointment for that same day.

Patients not arriving thirty minutes before their allocated appointment time and not offering any explanation for this will be written to and removed from the practice List.

Should the patient opt to remain registered at the practice they will be requested to sign an agreement stating that they understand and will comply with the conditions applied to their continued registration at the surgery.

Stage Three will remain in place for a minimum of three appointments and a maximum period of one year.

Cancelling your appointment

Should you wish to cancel your appointment please give us as much notice as possible but certainly no less than thirty minutes.

Text Messages

We send text confirmation of your appointment to your mobile number (if you have given us your consent). Please ensure that the reception team have your current mobile phone number for this purpose.

For children under 16 we will be texting the parent whose number is on that child's record.

Please note that it is your responsibility to remember your appointment and to ensure you let us know in good time if you cannot attend.

Should you have any queries regarding this policy, please address them to the Operations Manager.