

Did Not Attend – DNA Policy

Approximately 250 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. The effects of this 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

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 always be exceptions on an individual case-by-case basis.

If a patient fails to attend a pre-booked appointment on 5 occasion(s) 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, 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 who 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.