

Did Not Attend Policy

Rationale: Approximately 90 appointments per month are 'Did Not Attends', the effect of these are:

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

It has been noticed that some patients persistently DNA appointments. These include emergency appointments, which patients can only book within 4 hours at the most.

Policy:

If a patient DNA's an appointment twice then they will be contacted by the practice and this will be recorded in their notes.

If they DNA a third appointment then a review of the case will be done by either the Practice Manager and one of the Partners to establish whether there are any specific reasons (social or clinical) why the patient should not be removed, with an outcome of:

- ❖ The patient will be invited in to meet with the Practice Manager to explain any difficulties they may have with keeping appointments. Or:
- ❖ The patient will be contacted by the practice to be asked why they have not attended and reason to be put on the records. This is particularly important when patients have missed urgent/emergency appointments. Patient will also be reminded of the DNA policy. Or:
- ❖ They will be sent a letter informing them that in accordance with the practice policy, it has now been requested for them to

be **removed as a patient from the practice** and they should find an alternative doctor.