

## **THE JACEY PRACTICE**

### **DID NOT ATTEND POLICY**

#### **INTRODUCTION**

Approximately 70 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 effect of this is:

- 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 appointments on more than one occasion in the last 12 months, an informal warning letter may 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.

A notice will be displayed in the practice each month noting the DNA total.