

'Did Not Attend' Policy

When patients do not turn up for their appointment and do not advise the surgery that they wish to cancel their appointment (or cancel late), the effect of this is:

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

It has been noticed that some patients persistently “did not attend” (DNA) appointments. It is our practice policy to monitor all cases of patients not attending appointments (Did not Attend—DNA) and contact will be made with all patients who DNA 3 appointments within a 2 month period confirming the practice appointment policy and asking if there are specific problems preventing them from letting us know.

A further DNA appointment following the issue of the letter will result in review of the circumstances by the Practice Manager and one of the Partners to determine what action will be taken. Possible outcomes in this situation are:

1. The patient will be invited to meet with the Practice Manager to explain why they have difficulties in failing to notify the surgery.
2. The patient will receive a further warning letter that further occurrences of DNA will result in their removal from the practice list.
3. The patient will be sent a letter informing them that they will be removed from the practice list.

Should you have any concerns or questions regarding our policy on appointments please ask to speak to the Practice Manager.