

GUARDIAN MEDICAL CENTRE

Did Not Attend "DNA" Policy

Why have a DNA Policy?

A significant number of appointments per week are classified as 'Did Not Attend' (DNA). DNA means that the patient does not turn up for the appointment and does not contact the Practice in advance to cancel it, or where the cancellation is so late as to make it impossible to allocate that time to another patient who needs treatment.

DNA's have the following impact upon the Practice:

- An increase in the waiting time for appointments
- A potential risk to the health of the patient
- Frustration for both staff and patients
- A waste of NHS resources in term of time and cost

The Practice will code a DNA to prompt a retrospective check on the number of DNAs recorded against that person. There are no Read codes for 1st, 2nd or 3rd DNAs; therefore when recording DNAs, free text will need to be added to specify if it's a 1st, 2nd or 3rd DNA. Whilst the Practice is primarily concerned with its own appointment observance, consideration may also be given to any hospital appointments where the Practice has been notified that a patient has failed to attend.

General Practice Policy

1. If a patient fails to attend a Practice appointment on one occasion, an informal text or letter will be sent to the patient (Appendix 1a & 1b). This text or letter will be sent by the Duty Receptionist.
2. If a patient fails to attend another appointment within a 12 month period, a formal warning letter will be sent reminding them that should they miss another appointment, they risk being removed from the Practice list (Appendix 2).
3. If the patient fails to attend 3 appointments within any 12 month rolling period, the patient details will be brought to the Senior GP's or GP Partners attention by the Practice Manager. The Senior GP/GP Partners will make a decision as to whether the patient should be removed from the list. If the decision is made to remove the patient from the registered list, the Practice/Operations Manager should write to the patient explaining the decision and advising them to register with an alternative Practice (Appendix 3).

Warning letters are only valid for a period of 12 months. Removals based on a warning greater than 12 months old will be invalid. In such a scenario, only the DNA appointments within a 12 month period may be reviewed to determine which stage of the Policy should be applied.

GUARDIAN MEDICAL CENTRE

Did Not Attend "DNA" Policy

The Practice/Operations Manager will run weekly searches on DNAs and pass the information to the Duty Receptionist to send out the appropriate text or letter to the patient.

DNA's for Children Under the age of 16

Follow steps 1 and 2 as noted above, but code the DNA as 'not brought in'. If a third DNA occurs, the GP Partners will meet to discuss whether there is a need to liaise with other professionals who may be involved in the child's care, or discuss this with the children's Social Care Team to identify if there has been any recent intervention, or the child is known to them.

Practice actions to reduce DNA's

The Practice will undertake the following actions to help reduce the number of DNAs

Appointment reminders

- Remind patients what the Practices Policy is for DNAs and follow this in a consistent manner.
- Print or write down appointment details for patients who make an appointment face to face at the reception desk. Appointment slips should detail information on how to cancel appointments. Or give patients the option to write their own appointment card.
- For appointment made over the telephone, staff will suggest that patients' record/document the date and time in a way that can be easily accessed – in a diary, on a calendar or for the more technically minded on a mobile phone. Staff will repeat all appointment details and clarify understanding with patients at the time of making the appointment. Ask the patient to repeat the details of the appointment back.
- Use text message reminders.

Educate patients

- Publish monthly DNA figures in the Practice waiting room and on the surgery website in relation to the number or proportion of patients who do and do not keep their appointment, with encouragement to cancel unwanted appointments (Appendix 5).
- Make cancelling appointments easy
- Use a dedicated phone number for cancellations, which is promoted on relevant patient literature and within the waiting room.
- Enable cancellation functionality for patients who book appointments online.

GUARDIAN MEDICAL CENTRE

Did Not Attend "DNA" Policy

Reduce 'just in case' booking

- Create an appointment system which is straightforward and responsive, giving patient's confidence that appointments are there when needed. This will help to reduce patients booking appointments a long way in advance.

Date of origin: August 2016

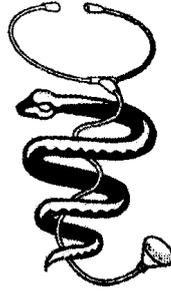
Review date: October 2018

Review due: October 2019

GUARDIAN MEDICAL CENTRE

Did Not Attend "DNA" Policy

Dr. Margaret Kerr
Dr. Julian Poulton
Dr. Joanna Nash
Dr. Andrew Dickinson
Dr. Cheryl Smith
Dr Ruth Day
Dr Suma Kuna
Dr Nicola O'Connell
Dr Martin Pigott



Guardian Medical Centre

Guardian Street
Warrington
Cheshire
WA5 1UD

Telephone: (01925) 650226

Fax: (01925) 240633

APPENDIX 1 (Formal warning)

Dear <Title/Initials/Surname>

We have noticed an alarming increase in the number of patients who do not attend for appointments here at the Practice either with a GP or Nurse. You may be surprised to learn that 1,236 appointments were wasted in 2018. These appointments could have been offered to someone else.

Your records show that you missed the following appointments:

DATE	TO SEE	TIME WASTED

Should you not be able to keep an appointment in the future please ensure you contact us on 01925 650226 (option 2) to cancel so that we can offer your appointment to someone else that needs it.

I wish to inform you that if you continue to miss appointments at this practice without contacting us to cancel beforehand, then we will be left with no other choice than to remove you from our list of patients.

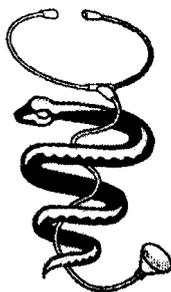
Yours sincerely

Guardian Medical Centre

GUARDIAN MEDICAL CENTRE
Did Not Attend "DNA" Policy

APPENDIX 2 (Final Warning)

Dr. Margaret Kerr
Dr. Julian Poulton
Dr. Joanna Nash
Dr. Andrew Dickinson
Dr. Cheryl Smith
Dr Ruth Day
Dr Suma Kuna
Dr Nicola O'Connell
Dr Martin Pigott



**Guardian Medical
Centre**

Guardian Street
Warrington
Cheshire
WA5 1UD

Telephone: (01925) 650226
Fax: (01925) 240633

<Title> <Forename> <Surname>
<Patient address>

<Today's date>

Dear <Title/Initials/Surname>

We wrote to you on the .../.../.... regarding numerous appointments that you had failed to attend without notifying us. It has been brought to my attention that you have continued to miss further appointments here at the Practice.

DATE	TO SEE	TIME WASTED

This has wasted a lot of staff and NHS time and we cannot allow this to continue. I would be grateful that if in future you cannot keep an appointment that you have the courtesy to contact us and cancel so that we can allocate the time to another patient.

I wish to inform you that if you miss any further appointments at this practice without contacting us to cancel beforehand, then we will be left with no other choice than to **remove you from our list of patients.**

It is essential that if you are unable to attend an appointment, you contact the Practice on 01925 650226 (option 2) to cancel, giving as much notice as possible, but no less than one hour's notice.

Yours sincerely

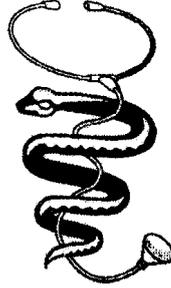
Guardian Medical Centre

GUARDIAN MEDICAL CENTRE

Did Not Attend "DNA" Policy

APPENDIX 3 (Removal from list)

Dr. Margaret Kerr
Dr. Julian Poulton
Dr. Joanna Nash
Dr. Andrew Dickinson
Dr. Cheryl Smith
Dr Ruth Day
Dr Suma Kuna
Dr Nicola O'Connell
Dr Martin Pigott



Guardian Medical Centre

Guardian Street
Warrington
Cheshire
WA5 1UD

Telephone: (01925) 650226

Fax: (01925) 240633

<Title> <Forename> <Surname>
<Patient address>

<Today's date>

Dear <Title/Initials/Surname>

I wrote to you on the .../.../... for the third time reminding you that you have once again missed appointments here at the Surgery. I explained that if you were to miss any further appointments without cancelling then I would be left with no choice but to have you removed from our list of patients.

It has now been brought to my attention that you have continued to miss appointments as follows:

DATE	TO SEE	TIME WASTED

This letter is to give you fourteen days' notice to register with another Practice. If at the end of this time period you have not registered with another Practice then I will write to Primary Care Support England and ask them to remove you from our list of patients.

You need to approach another Practice locally in order to register. If you have difficulty registering with another Practice then you can call the Patient Advisory Liaison Service on 01925 275512 for assistance.

Yours Sincerely

Guardian Medical Centre

GUARDIAN MEDICAL CENTRE

Did Not Attend "DNA" Policy

NOTICE FOR RECEPTION AREA

***** PLEASE NOTE *****

Due to an increase in the number of wasted appointments through patient's failing to attend without informing the surgery it has become necessary to implement the following policy:

If you repeatedly fail to attend appointments you may be removed from this practice list and may be required to find an alternative doctor.

If you cannot attend your appointments for any reason please let us know as soon as possible, giving where possible 24 hours' notice. We can then offer the appointment to someone else.

Thank you for your co-operation

GUARDIAN MEDICAL CENTRE

Did Not Attend "DNA" Policy

PATIENT EXPLANATION LEAFLET

MISSED APPOINTMENTS

DUE TO THE NUMBER OF PATIENTS FAILING TO ATTEND FOR THEIR APPOINTMENT THIS MAY MEAN THAT YOU MAY NOT BE ABLE TO SEE THE DOCTOR ON THE DAY THAT YOU WISH TO.

IN AN ATTEMPT TO TRY AND RESOLVE THIS THE PRACTICE HAS DEVELOPED THE FOLLOWING POLICY.

IF YOU FAIL TO ATTEND APPOINTMENTS WITHOUT INFORMING US WE WILL WRITE TO YOU ASKING IF THERE ARE ANY SPECIFIC PROBLEMS PREVENTING YOU FROM LETTING US KNOW.

IF YOU REPEATEDLY FAIL TO ATTEND FOR APPOINTMENTS YOU MAY BE REMOVED FROM THE PRACTICE LIST AND HAVE TO FIND AN ALTERNATIVE GP PRACTICE.