

# Quedgeley Medical Centre

## DNA – Did Not Attend Policy

A 'DNA' (Did Not Attend) is an occasion on which a patient does not attend a booked appointment with a member of the practice team without contacting the surgery to cancel prior to the appointment time.

The average number of appointments lost each month due to DNA is 55. This is the equivalent of 13 hours wasted each month. Over a year this is the equivalent of almost 7 working days of clinical time wasted each year. The loss of this clinical time has a detrimental effect on the service that we provide to patients, and we wish to keep this to a minimum. We feel that it is reasonable to ask patients to let us know at least one hour in advance if they do not intend or are not able to keep their appointment. Patients who are experiencing ongoing difficulties in keeping their appointments should discuss this with the surgery.

When a patient does not attend an appointment without giving advance notice, a code of the missed appointment is automatically generated and added to the patient record. This in turn generates an automatic text message or a letter that is sent to the patient. A link to this DNA policy will also be sent with the text message or letter sent.

In the event of a third DNA within a twelve-month period, the case will be reviewed by a member of the medical team and the patient may be removed from the practice list. In this eventuality, Primary Care Support England (PCSE) will be informed, and the patient will need to register with an alternative practice.

## Exclusions

No patient will be removed from the practice list without due consideration of their individual circumstances and reasons for non-attendance. The purpose of this policy is not to penalise patients with valid medical reasons for non-attendance.

If the practice is aware of special circumstances surrounding a patient's non-attendance, for example, patients who have been admitted to hospital or have dementia, the medical team reserve the right to exclude the patient from management under this policy. Your case may be referred to the care-coordinator to discuss your situation.

We may also consider the option that the patient is only able to book "on the day" appointments

Patients concerned regarding their management under this policy or who are having problems attending should speak to the surgery. Lack of organisation or forgetting is not an acceptable reason for non-attendance.