

DID NOT ATTEND POLICY – CASTLE STREET MEDICAL PRACTICE

INTRODUCTION

Approximately 52 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 these are:

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

POLICY:

If a patient fails to attend a pre-booked appointment a 1st DNA letter will be sent to the patient, advising them that a further occurrence could risk removal from the Practice.

If the patient fails to attend another (2nd) appointment within a six month period of the 1st DNA, a 2nd DNA letter will be sent to the patient advising them that a further occurrence could risk removal from the Practice.

If the patient fails to attend another (3rd) appointment within a six month period the matter will be discussed at a Practice Meeting with the patients registered and regular GP present, and a decision taken as to whether to remove the patient from our list of patients. A 3rd DNA letter will then be sent to the patient advising them the matter has been discussed at a Practice Meeting, and a decision taken to remove the patient from our list of patients.

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.