

KINGSBRIDGE MEDICAL PRACTICE

DID NOT ATTEND (DNA) POLICY

Document Control

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Introduction

Missed appointments are classified as 'Did Not Attend' (DNA) - i.e. the patient did not turn up for their face to face appointment and did not contact the surgery in advance to cancel or change the appointment. Where the appointment was booked as a telephone consultation, this would be where a Patient did not answer the call from the Clinician. We will try to call you at least twice as close to the agreed appointment time as possible, although this cannot be guaranteed.

It is important for the Practice to monitor and act on missed appointments because:

- It's a waste of resources and appointments
- Another Patient could have been seen instead
- Patients who miss their appointment will often rebook another appointment that then reduces our overall appointment availability, which is frustrating for Patients and further increases wait times.
- A potential safeguarding concern where parents, guardians or carers have not brought a Child or vulnerable Adult to their appointment, this sometimes causes Clinicians to run late as safeguarding concerns or referrals will need to be dealt with the same day.
- The estimated cost of missed GP appointments last year in the UK was £288 Million.

Policy

Patients will be made aware of this policy by notices in the waiting room, by text, on our practice leaflet, by the 1st DNA warning and this policy being made available on the surgery website.

If a patient does not attend their appointment, a warning letter or text message will be issued. If a Patient fails to attend on four occasions (4 strikes) in a rolling 12 month period **and** the patient was warned at each missed appointment, then the Practice Manager will issue a formal letter and the Patient will have 30 days to register at another Surgery before being removed from our practice list.

In the interest of clarity and fairness, it has been decided that a Face-to-Face appointment will count as 1 strike, whereas a telephone consultation will count as ½ a strike. Once a Patient has received 3 strikes, with a warning at each strike, should a Patient DNA again within a 12 month

rolling period then they will be removed from the practice list and informed to register with another surgery.

Where a patient under the age of 18 or is otherwise deemed to be vulnerable, 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. This task may be delegated to the Administration team dependent on circumstances.

The office manager will be responsible for the administration of a weekly DNA review of the appointment system for missed GP, Nurse and additional roles appointments and issue warnings as appropriate. The Office manager may delegate this task as needed to the wider admin team.

The first warning will be sent via text where possible otherwise a letter will be sent. All subsequent warnings will be a letter.