

## **ALBION SURGERY.**

### **DID NOT ATTEND POLICY**

#### **INTRODUCTION**

Approximately 30 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 affect of these are:

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

#### **GENERAL POLICY**

If a patient fails to attend a pre-booked appointment on more than one occasion in the last 12 months, a formal warning 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 appointment this will include hospital or GP appointments, the matter will be discussed at a Practice Meeting and a majority agreement will be reached as to whether the patient will be removed from the Practice list. In which case a formal letter of removal will be issued.

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.

#### **SCREENING APPOINTMENTS**

Where a patient with a chronic condition or is otherwise deemed to be "at risk" fails to attend a screening or hospital appointment or a recall appointment 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. Or this will be incorporated into the call and recall system.

The DNA must be coded onto the clinical system at each non-attendance.

The practice is aware that occasionally appointments are lost in the post or are delivered after the appointment date. The practice will always take each case on an individual basis. This policy will apply to any patients removed under ZERO TOLERANCE

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 will have to find an alternative doctor.**

If you cannot attend your appointments for any reason please let us know as soon as possible, we can then offer the appointment to someone else.

Thank you for your co-operation

## 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.

