



Wordsworth Health Centre
19 Wordsworth Avenue
London E12 6SU
Tel 020-8548-5960
Fax 020-8548-5963



DNA (did not attend) Policy

Background

Most of our Patients know it can sometimes be difficult to get a routine appointment with a GP or Nurse. In the course of events where demand is unpredictable, that cannot easily be remedied.

One thing that makes this more difficult to overcome is the problem of missed routine appointments – DNAs.

Where Patients have been declined routine appointments because the consultations are fully booked, it is at best disappointing when one of those booked appointments does not turn up and has not contacted the Practice to cancel the appointment so that it can be released for others or telephones so late as to make it impossible to allocate to another Patient.

Aim

As a practice we would like to reduce the rate of DNAs, by the use of education, a certain amount of pressure, and by considering the removal of those who persistently waste booked appointments.

Objectives:

- To free up appointments for those who genuinely need them
- To reduce the waste of clinical time
- To reduce the pressure on all staff in being able to offer prompt appointments

The cost in time and money is a burden to the National Health Service generally and the Practice in particular cannot sustain this.

Remember that your DNA is other Patient's denied appointment.



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DNA Policy

A DNA occurs when an appointment is not attended and the Patient has not contacted 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.

The Practice will code this DNA and this will prompt a retrospective check on the number of DNAs recorded against that person. Whilst we are primarily concerned with our own appointment observance, consideration may also be given to any hospital appointments where we have been notified that a Patient has failed to attend. A re-referral on the part of the GP (more GP time) will often be required by the hospital department so that the Patient can be recalled.

Unattended GP Appointments

First DNA: A note will be made on your patient's record to indicate that you did not attend either a GP or Nurses appointment.

Second DNA: A second note will be made to indicate that you did not attend either a GP or Nurses appointment and a letter will be sent to you the patient informing you of the importance of attending booked appointments

Third DNA: A third note will be made in your patient record to indicate that you did not attend either a GP or Nurses appointment. A pop-up will be added to the patient's record and you the patient will be reminded of the importance of attending appointments when making further appointments.

If a patient has missed 3 or more appointments, they will receive a letter from the practice. One further DNA within 6 months of the first warning letter will result in a letter which will warn them of the risk of removal if no change is made. One further DNA will trigger a letter requiring attendance at an appointment with a named person to discuss their attendance record. Failure to make and keep this appointment within 14 days results in their name being put on the list of likely removals. In any event, one further DNA within 6 months will put their name on the "removal" list. Patient who are liable to be removed will be discussed at a practice meeting and one of the Partners will have the final decision and authorise the removal from the practice list.



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What we do to try and help

If we have a patient's mobile telephone we do try and remind them of their appointment via text. This is why it is important to let us know if you have changed your mobile telephone number. If a patient DNA's an appointment after they have received a text, we will text them again to respectfully remind them to cancel their appointments if they are unable to attend.

HOW TO AVOID BECOMING A DNA

If you cannot attend or no longer need an appointment, please ring us in advance. Mistakes do happen and the Practice understands that appointments can be forgotten about or overlooked. In such cases, the Practice will take into account the reason given by Patients. Preference, of course, is for the Practice to know in advance so we can offer the appointment(s) to other Patients in need.