

<b>POLICY:</b>	Did Not Attend Policy
<b>DATE OF POLICY:</b>	November 2014
<b>REVIEW DATE:</b>	November 2015
<b>COMPILED BY:</b>	Helen l'Anson, Practice Manager

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## 1. INTRODUCTION

Approximately 100 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

## 2. POLICY

### 2.1 DNA Letter 1

If a patient fails to attend a pre-booked appointment on three occasions in the last 12 months, an informal warning letter will be sent to the patient, stating that we are a very busy Practice and it is, therefore, important that patients keep their appointments with either the doctor, ANP, nurse or HCA. The appointment missed could have been given to other patients if the practice had been informed that the patient was unable to attend. **See Appendix 1 – DNA Letter 1**

### 2.2 DNA Letter 2

If the patient fails to attend another appointment, within the next 3 months after the previous letter, a second letter is then sent to the patient. This letter will state that we note from our records that the patient has not attended their last appointment despite a previous reminder and that another missed appointment, will risk removal from the practice list. **See Appendix 2 – DNA Letter 2**

### 2.3 DNA Letter 3

When the patient misses a further appointment within the following 3 months after the second letter, a third letter will be sent. The third letter states that Practice policy is to remove patients from the list who persistently miss appointments and it is, therefore the practice intention to inform the West Yorkshire Central Services Agency to remove a patient from the practice list. **See Appendix 3 – DNA Letter 3**

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.

### 3.1 APPENDIX 1 - DNA LETTER 1

Today's date  
Ref: patient NHS number

Title Forename Surname  
Patient address house Patient address road  
Patient address locality  
Patient address post town  
Patient post code

Dear Title and surname

#### **Re: Missed appointments**

We note from our records that you have recently missed three appointments with the Doctor, Nurse Practitioner, Practice Nurse or Health Care Assistant [delete as appropriate].

I need to bring to your attention that the practice has a policy regarding missed appointments and I enclose an explanation leaflet for you to explain the procedure.

This is a very busy Practice and it is, therefore, important that patients keep their appointments with any of the clinical staff. The appointments you missed could have been given to other patients if you had let us know you were unable to attend.

If you cannot keep your appointment, please let us know immediately by telephoning the surgery.

Your co-operation would be appreciated.

Yours sincerely

**Helen l'Anson**  
Practice Manager

**Enc. Explanation leaflet**

## EXPLANATION LEAFLET MISSED APPOINTMENTS

Due to the significant number of patients failing to attend for their appointment this means that many patients are not be able to see the doctor on the day that they wish to, because appointment slots are booked up in advance.

In an attempt to try and resolve this, the practice has developed the following policy.

- If you fail to attend 3 appointments without informing us we will write to you reminding you that it is important to inform the practice if you are unable to attend your appointment.
- If you fail to attend your appointments on 5 occasions throughout a 12 month period you may be removed from the practice list and have to find an alternative GP practice.

## 3.2 APPENDIX 2 - DNA LETTER 2

Today's date  
Ref: patient NHS number

Title Forename Surname  
Patient address house Patient address road  
Patient address locality  
Patient address post town  
Patient post code

Dear Title and surname

### **Re: Missed Appointments – Second reminder**

We note from our records that you have not attended another appointment Doctor, Nurse Practitioner, Practice Nurse or Health Care Assistant [delete as appropriate] despite a previous reminder.

I need to bring to your attention that the practice now has a policy regarding missed appointments and I enclose an explanation leaflet for you to explain the procedure.

This is a very busy Practice and it is, therefore, important that patients keep their appointments with our clinical staff. The appointments you missed could have been given to other patients if you had let us know you were unable to attend.

Please note that if a further appointment is missed, we shall have no alternative but to remove you from our list of patients.

We strive to ensure the highest standards of patient centred care and would strongly recommend that you keep all future appointments to enable us to achieve this. If you cannot keep your appointment, please let us know immediately.

Your co-operation would be appreciated.

Yours sincerely

**Helen I'Anson**  
Practice Manager

**Enc. Explanation Leaflet**

## **EXPLANATION LEAFLET MISSED APPOINTMENTS**

Due to the significant number of patients failing to attend for their appointment this means that many patients are not be able to see the doctor on the day that they wish to, because appointment slots are booked up in advance.

In an attempt to try and resolve this, the practice has developed the following policy.

- If you fail to attend 3 appointments without informing us we will write to you reminding you that it is important to inform the practice if you are unable to attend your appointment.
- If you fail to attend your appointments on 5 occasions throughout a 12 month period you may be removed from the practice list and have to find an alternative GP practice.

### 3.3 APPENDIX 3 - DNA LETTER 3

Today's date  
Ref: patient NHS number

Title Forename Surname  
Patient address house Patient address road  
Patient address locality  
Patient address post town  
Patient post code

Dear Title and surname

#### **Re: Missed Appointments – Removal from Park/Calder Community Practice List**

We note from our records that you missed another appointment with Doctor, Nurse Practitioner, Practice Nurse or Health Care Assistant [delete as appropriate], despite two reminder letters sent to you on dd MM YYYY and dd MM YYYY about not attending appointments.

As you have already been informed, our Practice policy is to remove patients from our list who persistently miss appointments and it is, therefore our intention to inform the West Yorkshire Central Services Agency to remove you from our list of patients.

It is in your own interest to register with another Practice as soon as possible to the doctors of your choice and asking to join their list. You can find information about GP practices in your area from the NHS Choices website [www.nhs.uk](http://www.nhs.uk) under "Services Near You". Should you have any problem finding another doctor or registering you should contact West Yorkshire Central Services Agency, Brunswick Court, Bridge Street, Leeds LS2 7RJ, telephone number 0113 2952500.

Yours sincerely

**Helen I'Anson**  
Practice Manager