

The Farnham Dene Medical Practice

'DID NOT ATTEND' POLICY

INTRODUCTION

Approximately 40 appointments per month are 'Did Not Attend' (DNA), ie 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 DNA's an appointment twice then they will be sent a letter and a copy of the notice explaining the policy.

If they DNA a further appointment within a year than a review of the case will be done by the Practice Manager and one of the Partners to establish whether there are any specific reasons (social or clinical) why the patient should not be removed, with an outcome of either:

1. The patient will be invited in to meet with the Practice Manager to explain any difficulties they may have with keeping appointments.
2. They will be sent a letter informing them that in accordance with the practice policy, it has now been requested for them to be removed as a patient from the practice and they should find an alternative doctor.

Once a patient has DNA'd twice if this doesn't happen again for a further year the previous two DNA's will then be considered null and void. However, should they then proceed to DNA again the policy will again come into force.