**Springfield House Medical Centre**

**Did Not Attend Policy**

**Introduction**

Approximately 220 appointments per month are Did Not Attend (DNA). DNA appointments are appointments were patients do not turn up for the appointment and do not contact the Practice in advance to cancel/change the appointment.

The effects of these are:

* An increase in the waiting time for appointments
* Frustration for both Patients and Staff
* A waste of time & resources.

In an attempt to try and resolve this, the Practice has developed the following policy with effect from 1.7.2018

**Policy**

Patients are asked that if they cannot attend their appointments for any reason to let the Practice know no less than an hour before their appointment time.

If a patient fails to attend one appointment a 1st DNA letter will be sent to the patient along with a patient advice leaflet which sets out are Policy and procedure regarding DNA appointments.

If a patient fails to attend another 2nd appointment within a 6 month period of the 1st DNA a 2nd letter will be sent to the patient advising them that a further occurrence could risk removal from the Practice list.

If the patient fails to attend another 3rd appointment with a six month period the matter will be discussed with the GPs and a decision taken as to whether to remove the patient from the Practice list. A 3rd DNA letter will then be sent to the patient advising them the matter has been discussed by the GPs and the decision taken.

**January 2021 v1.0**

**Lindsey Pemberton**