

DID NOT ATTEND POLICY

Wasted appointments are a huge problem throughout the NHS. The issue of Did Not Attends (DNAs) is a continued frustration for both patients waiting to get an appointment with their GP or Nurse and for those working in the Practice. North Shore Surgery, in an attempt to try to rectify the problem has therefore agreed the following DNA policy: -

The appointment system will be monitored daily to search for patients who have 'DNA'd' appointments which they booked for the GP's and Practice Nurses.

Notifying the Practice:

Patients must notify the Practice at least one day before their appointment should they not be able to attend by either Patient Access, by Mobile (replying to reminder) or by phoning our reception team on 01253 957666. If an emergency situation means a patient cannot attend on the day of their appointment, patients must ring as early as possible on that day, before the appointment time to notify our reception team that they cannot attend. This appointment can then be offered to another patient.

Failing to Attend Without Prior Notification:

Failing to cancel an appointment will result in a 'DNA' code being added to the patient's notes.

When a second appointment is missed the patient will receive a specific letter reminding them of the importance of first cancelling unwanted appointments and detailing the consequence of not cancelling. The letter will also explain to the patient that should they fail to attend a further appointment they may be asked to leave the practice. Patients have 14 days from the date of the letter to contact the surgery if there was a specific reason why they were unable to attend their appointment. Where a third DNA has occurred, the practice will review the individual case and consider whether this constitutes a breakdown between the patient and GP policy. (This is where North Shore Surgery has given clear instruction on policy and the Patient has chosen to disregard this on several occasions in spite of due warning).

Should the GPs decide it is in the best medical interests of the patient for them to remain on our list the patient will be sent a letter from the GP advising the patient of the decision made, reinforcing the Practice policy and advising the patient of the consequences should they DNA again.