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## **DID NOT ATTEND POLICY**

### **INTRODUCTION**

Approximately 80 appointments per month are 'Did Not Attend' (DNA), i.e. the patient does not turn up for the appointment and do not contact the surgery in advance to cancel/change appointment. The effect on the Practice is as follows:

- An increase in the waiting time for appointments
- Frustration for both staff and patients
- A waste of resources

### **POLICY:**

If the patient fails to attend a (3<sup>rd</sup>) appointment within a six month period of the 1<sup>st</sup> DNA, a DNA letter will be sent to the patient advising them that a further occurrence could risk removal from the Practice.

If the patient fails to attend another (4<sup>th</sup>) appointment within a six month period the matter will be discussed at a Practice Meeting and a decision taken as to what the next step may be.

### **NEW PATIENTS**

All newly registered patients **must** attend a new patient medical with the practice nurse, if the patient DNA's this appointment they may be removed from the practice list