

Did Not Attend Policy

It is important that any DNA policy is agreed as a practice and patients are made aware of the policy and the reason for implementing. We have implemented a three strike policy. **Whilst it is important to be consistent, there will always be exceptions on an individual case-by-case basis.**

Vulnerable Adults

If a patient that falls under the above criteria for 3 missed appointments and is on the Learning Disability Register or the Mental Health Register, they will still be sent a gentle warning letter. If there are any further missed appointments the Mental Health Lead Nurse or GP will be made aware and will contact the patient or their support worker/carer in the first instance to determine if any additional support is needed.

DNA 1

Where this is the first occasion, a code will be added to the Patient's medical record and the DNA counted in a monthly search. The patient is either called or messaged regarding the missed appointment. The First Letter Template may be used as a guide to send a message to the patient or if required a physical letter may be sent.

DNA 2

Where this is the second occasion, the Patient will be contacted by the Practice, advised of the missed appointment and warning is added to their notes. When the Patient makes a further appointment, they will be advised by the Receptionist that the Practice is aware of their previous DNA and asked to confirm their intention to attend their next appointment. The Patient will be contacted using the message/call. The Patient will also be informed that if a further appointment is DNA'd, they will be removed from the Mocketts Wood Surgery List.

DNA 3

Where a third DNA has occurred, the Practice will review the individual case and a decision will be taken to remove the patient. A letter will be sent and the patient will be given a leniency period of 4 weeks to find another GP.

Warning letters are valid for 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.
This policy will be enforced from the 27.1.2020