

CASTLE MEADOWS SURGERY

DNA Policy

Document Description

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Change History

Version	Date	Comments
1.1	26.02.18	Added ring-back after DNA appointment 1

Document complies with the Equality Act 2010

Introduction

Whereas the surgery provides a good level of access to appointments, we are (in common with General Practice nationally) experiencing a high level of demand which is making it difficult for patients to get a routine appointment. One thing that makes this more difficult is the problem of missed routine appointments – DNAs.

Where patients have been declined routine appointments because consultations are fully booked, it is disappointing when one of these booked appointments does not turn up and has not contacted the practice to cancel the appointment so that it can be released for others.

In 2016 there were 1160 such DNAs for GP appointments. This is equivalent to 77 wasted surgeries last year.

DNA Policy

A DNA occurs when an appointment is not attended and the patient has not contacted the practice in advance to cancel it or where the cancellation is so late as to make it impossible to allocate that time to another patient who needs treatment.

The practice will code this DNA and this will prompt a retrospective check on the number of DNAs recorded against that person. Whilst we are primarily concerned with our own appointment observance, consideration may also be given to any hospital appointments where we have been notified that a patient has failed to attend and this was a true DNA on the part of the patient. A re-referral on the part of the GP (more GP time) will often be required by the hospital department so that the patient can be recalled.

The Process

DNA 1

Where this is the first occasion a code will be added to the patient's medical record automatically by EMIS. Patient services will contact the patient to highlight the DNA.

DNA 2

Where this is the second occasion, the patient will be contacted by patient services, advised of the missed appointment and an alert will be added to their record. When the patient makes a further appointment, they will be advised by the receptionist that the practice is aware of the previous DNA and ask to confirm their intention to attend their next appointment or cancel the appointment if they are unable to attend. The patient will be advised that the surgery runs a DNA policy, a copy of which can be made available at the surgery or can be found on our Facebook page and website.

DNA 3

Where a 3rd DNA has occurred the practice will review the individual case and a decision will be taken with regard to addressing the patient future ability to pre-book routine appointments. The three DNAs have to be within the same 12 month period. The practice will consider whether consistent failure to adhere to our practice policy constitutes a breakdown between the patient and the GP (where the GP practice has given clear instruction on policy and service provision and the patient has chosen to disregard this on several occasions in spite of due warning).

Final Steps

The patient will be invited to a meeting with one of the senior doctors to assess the reasons for the patient DNAing appointments. An agreement will be made to change this behaviour and a clear understanding that any further DNA of an appointment will lead to a breach of this agreement and will constitute a breakdown of the doctor/patient relationship. **At this visit the GP will book the patient for online access to appointments by vouching to enable the patient to cancel appointments more easily.** A warning letter will be given to the patient indicating that any further DNA **will lead to the patient being removed from the surgery list.** Standard procedures as recognised between the practice and NHS England will be followed in removing the patient from the list.

In writing to the patient to invite them to a meeting with one of the senior doctors, it will be made clear that failure to respond to this letter may constitute a break down in the doctor patient relationship. A further letter will be issued with a clear directive that failure to respond to the second letter within 28 days **will lead to the patient being removed from the surgery list.** Standard procedures as recognised between the practice and NHS England will be followed in removing the patient from the list.

How to avoid becoming a DNA

Should a patient need to cancel they can ring 01384 243 737 or 01384 364 396 **or** come in person to the surgery **or** ask someone else to ring or come in to the surgery to cancel the appointment.

The most convenient way to book and cancel appointments will be for the patient to register for online appointments. This will be offered to the patient during the meeting as above with one of the senior doctors **and** offered in the invitation letter to come to that meeting **and** in the final letter before removal in the event of the patient not attending the meeting.

Please note that anyone can register for online access to book their appointments and order repeat prescriptions online.

Help us to ensure good access to GP and practice nurse time.