# Policy Name: Did Not Attend

## Policy Number: 120

## Introduction

The Chorley Surgery continues to have a significant number of ‘missed’ appointments each week. These are recorded on the clinical system as ‘Did Not Attend’ (DNA); i.e. the patient does not attend for the appointment and does not contact the surgery in advance to cancel / change appointment, or they are more than 10 minutes late for the appointment.

The effect of these ‘Did Not Attend’ appointments is:

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

## The Chorley Surgery Policy

If a patient fails to attend a pre-booked appointment a 1st DNA letter will be sent to the patient; this will advise them that a further occurrence could risk removal from The Chorley Surgery.

If the patient fails to attend another (2nd) appointment within a six month period of the 1st DNA, a 2nd DNA letter will be sent to the patient advising them that a further occurrence could risk removal from The Chorley Surgery.

If the patient fails to attend another (3rd) appointment within a six month period the matter will be discussed with the patients registered or regular GP present, and a decision taken as to whether to remove the patient from our list. A further letter will then be sent to the patient advising them the matter has been discussed with the GP and a decision taken to remove the patient from our list of patients.

Warning letters are valid for a period of 12 months. Removal from the list 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.

###### **Patients who may be vulnerable**

The Chorley Surgery will ensure that there are no extenuating circumstances or other reasons why a patient may DNA an appointment before sending any letters as detailed above.

###### Where there is any concern about the patient having memory loss the clinician will be informed to decide if further follow up of the DNA appointment is required

* Where the patient is vulnerable, due to disability, elderly and frail or any other reason a letter may be omitted, or the clinician may wish to follow up the DNA as appropriate
* Any situation where the patient is subject to child or adult safeguarding, the DNA appointment will be flagged to the relevant clinician and / or the Safeguarding Lead as per the Safeguarding policies.