

St Triduanas Medical Practice

DNA Policy - 06/2013

Definition:

A "DNA" (Did Not Attend) is defined as patients not attending booked appointments **with any member of the practice team** without first cancelling the appointment **at least 2 hours prior** to the appointment.

Reason:

Patients who fail to attend appointments waste valuable resources and affect the service we can provide. We do not think it is unreasonable to ask patients to let us know if they cannot attend. With as little as 2 hours notice we can enable another patient to be seen.

Exclusions:

If there are special circumstances then we will consider them and may take them into account e.g. Dementia/admitted to hospital etc. Please let receptionists know if you feel this applies. A lack of organisation and forgetting are not acceptable reasons. If you feel that you have been sent a DNA letter in error please contact the reception staff to discuss this further.

Action:

1st DNA - letter for information + copy of this policy

2nd DNA within 6 months of last DNA – Warning letter + copy of this policy

3rd DNA within 6 months of last DNA – FINAL warning letter + copy of this policy

4th DNA within 12 months of last DNA – Letter to Lothian health board removing patient from our list.

We routinely send out text reminders for appointments to mobile phones 24hrs before each appointment, please ensure we have your mobile phone number to use this service.

This policy is to be circulated with new patient leaflet and each DNA letter and is to be displayed in the waiting room.