

DARWEN HEALTHCARE

DID NOT ATTEND POLICY No. HR011

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1	01 Dec 2014	Ann Neville	GP Partners	New Policy
2	01 Dec 2016	Ann Neville	GP Partners	Policy Reviewed
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INTRODUCTION

Pre- Covid approximately 60-80 appointments within a 12 month period were 'Did Not Attend' (DNA), i.e. the patient does not turn up for the appointment and does not contact the surgery in advance to cancel/change appointment. The affect of these are:

- An increase in the waiting time for appointments
- Frustration for both staff and patients
- A waste of resources
- A potential risk to the health of the patient
- Risk of Patient removal from List

Also see Removal of Patient from List [*] for up to date procedural guidelines.

GENERAL POLICY

If a patient fails to attend an appointment on more than two occasions in the last 12 months, an informal warning letter will be sent to the patient, advising them of the practice protocol and sending them information.

If the patient fails to attend another appointment, a second letter will be sent advising that if a further appointment is missed the patient is at risk of being removed from the practice and no further warning letters will be sent. A further missed appointment will require the matter to be discussed at a practice meeting and a majority agreement will be reached as to whether the patient will be removed from the practice list as an 8 day rule.

Warning letters are valid for a period of 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.

SCREENING APPOINTMENTS

Where a patient with a chronic condition or is otherwise deemed to be "at risk" fails to attend a screening or a recall appointment there may be an implied duty on the practice to follow-up the reason for non-attendance to ensure that the patient's health is not at risk.

The responsible clinician (usually the doctor or the nurse holding the clinic) will be responsible for initiating action by tasking the Reception Team or Nursing Team Administrator to contact the patient and re-arrange the appointment.

The Senior Reception Co-ordinators are responsible for completing a weekly report on the number of patients who did not attend GP/Clinician Appointments and follow the policy.

The Nursing Team Administrators are responsible for completing a weekly report on the number of patients who did not attend Nurse/AP/HCA Appointments and follow the policy.

Where a new appointment is arranged, the member of staff should explain the importance of attending this appointment.

The clinician will have overall responsibility for the individual patient follow-up and attendance, although the administration aspects may be delegated.

The DNA should be coded onto the clinical system at each non-attendance by the Nursing Team Administrator or the Reception support as advised on the daily tasks rota.

270426007	Did not attend, No reason given
185326000	Did not attend, Reason given

The practice manager will be responsible for the issue of a monthly DNA clinical system report and add to the Team Brief Monthly.

CONTINUES

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FIRST LETTER (INFORMAL WARNING)

Dear

I have noticed from our records that you failed to attend 2 consecutive appointments at the surgery.

This may have been an oversight on your part but I need to bring to your attention that the practice now has a policy regarding missed appointments and I enclose an explanation leaflet for you to explain the procedure.

If you have specific problems that you wish to discuss that are preventing you from informing us when you cannot attend for an appointment then please ring me on the above telephone number and I will try and help where I can.

Thank you for your co-operation in this matter.

Yours sincerely,

On behalf of
Darwen Healthcare GP Partnership

SECOND LETTER (FORMAL WARNING)

Dear

Further to my previous letter dated _____ I have been made aware that you failed to attend another appointment on _____ .

As explained in the leaflet I sent you and the notice on display in the practice reception area the practice regards repeated missed appointments very seriously and as a result this letter represents a formal warning that should a further appointment be missed you are at risk of being removed from the practice list. Any decision relating to this will be discussed within the GP Partnership Meeting and recorded prior to any patient removal.

If you would like to discuss the circumstances surrounding your appointments please contact Gillian Turner (Nurse Appointments) or Debbie Taylor or Lewis Hartley (GP, ANP, PA Appointments).

Yours sincerely,

On behalf of
Darwen Healthcare GP Partnership

***For an example of a final removal letter please see Removal of Patient from List
[*]***

DARWEN HEALTHCARE

PLEASE NOTE

Due to an increase in the number of wasted appointments through patient's failing to attend without informing the surgery it has become necessary to implement the following policy:

If you repeatedly fail to attend appointments you may be removed from this practice list and may be required to find an alternative doctor.

If you cannot attend your appointments for any reason please let us know as soon as possible, giving at least 24 hours notice. We can then offer the appointment to someone else.

Thank you for your co-operation

Darwen Healthcare Leaflet

Missed Appointments

Due to the number of patients failing to attend for their appointment this may mean that you may not be able to see the Doctor on the day that you wish to.

In an attempt to try and resolve this the practice has developed the following policy.

If you fail to attend appointments without informing us we will write to you asking if there are any specific problems preventing you from letting us know.

If you repeatedly fail to attend for appointments you may be removed from the practice list and have to find an alternative GP Practice.