

The Community Practice



Central Canvey Primary Care Centre, Long Road, Canvey Island, Essex, SS8 0JA

Tel: 01268 222188

Website: www.thecommunitypractice-canveyisland.nhs.uk

DID NOT ATTEND POLICY

Introduction to missed appointment

Most of our Patients know it can sometimes be difficult to get a routine appointment with a GP or Nurse. In the course of events where demand is unpredictable, that cannot easily be remedied.

One thing that makes this more difficult to overcome is the problem of missed routine appointments – DNAs.

Where Patients have been declined routine appointments because the consultations are fully booked, it is at best disappointing when one of those booked appointments does not turn up and has not contacted the Practice to cancel the appointment so that it can be released for others *or* telephones so late as to make it impossible to allocate to another Patient.

Already in 2023 there has been 176 such DNAs - with either GPs or Nurses and, in some cases, double appointments at specialist clinics.

The cost in time and money is a burden to the National Health Service generally and the Practice in particular cannot sustain this.

Remember that your DNA is another Patient's denied appointment.

What are the effects of missed appointments

- 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

Our Objectives

- To free up appointments for those who genuinely need them
- To reduce the waste of clinical time
- To reduce the pressure on all staff in being able to offer prompt appointments

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APPOINTMENT REMINDERS

Currently appointment SMS reminders are in place for our patients. In order to receive a reminder, you must consent to receive messages to your mobile. This can be done by speaking to a member of the team.

HOW TO AVOID BECOMING A DNA

If you cannot attend or no longer need an appointment, please ring us at least 24 hours in advance.

Mistakes do happen and the Practice understands that appointments can be forgotten about or overlooked. In such cases, the Practice will take into account the reason given by patients.

Preference, of course, is for the Practice to know in advance so we can offer the appointment(s) to other Patients in need.

CANCELLING AN APPOINTMENT

Patients may cancel an appointment in the following ways:

Directly face to face with reception staff or clinician.

Via the telephone by calling 01268 222188 and speaking to a member of staff (a family member or friend or advocate can call on your behalf if for any reason you are unable to do so yourself.)

Screening Appointments for Patients with Chronic Conditions deemed to be “at risk”

Where a patient with a chronic condition or is otherwise deemed to be “at risk” fails to attend an 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 e.g., call the patient or put message on reception team messages asking them to contact the patient to

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determine the reason for the failure to attend, and where possible re-arrange the appointment.

Where a new appointment is arranged, this is to be followed up with an SMS reminder the day prior to the new appointment date as long as the patient consents.

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

What happens when a patient Does Not Attend their appointment

First DNA

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. An informal letter will be sent to the patient to advise them that they missed their appointment

Second DNA within 12 months of first DNA

Where this is the second occasion, the Patient will receive another letter from the Practice. It advises the patient of the missed appointment, and another code will be added to their record. The Patient will also be informed that this letter is formal and if a further appointment is DNA'd, they could be at risk of compromising their relationship with the Practice.

Third DNA within 12 months of first DNA

Where a third DNA has occurred, the Practice will review the individual case and a decision will be taken with regard to addressing the Patient's future ability to pre-book routine appointments. 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). The patient may be removed from the surgery.

