

**Policy Name: Did Not Attend**

**Policy Number: 120 v1.0**

**Introduction**

The Chorley Surgery continues to have a 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. In the case of children or young people this is recorded as 'not brought' to the consultation.

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 1<sup>st</sup> 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 (2<sup>nd</sup>) appointment within a six month period of the 1<sup>st</sup> DNA, a 2<sup>nd</sup> 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 (3<sup>rd</sup>) 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

