

Ancora Medical Practice

DID NOT ATTEND POLICY

INTRODUCTION

Approximately 334 appointments per month are '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

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

GENERAL POLICY

If a patient fails to attend a pre-booked appointment on more than one occasion in the last 12 months, an informal warning letter will be sent to the patient, advising them that a further occurrence could risk removal from the practice.

If the patient fails to attend another appointment, the matter will 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. In which case a formal warning letter will be issued.

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.

PLEASE NOTE

Due to an increase in the number of wasted appointments through patients 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, we can then offer the appointment to someone else.

Thank you for your co-operation.

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.