

Larkside Practice

DNA– DO NOT ATTEND POLICY for Adults

Child Not Brought – For Minors under 16 years of age

Background

We know that it can sometimes be difficult to get a routine appointment with a GP or Nurse. However, avoidable waste of appointments occurs when an appointment is not attended and when the Patients has not contacted the Practice in advance to cancel it, or where the cancellation is so late it makes it impossible to allocate that time to another Patients who needs treatment. 4 hours' notice to cancel any appointment is required.

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

DNA Policy

A DNA occurs when an appointment is not attended or the child is not brought and the Patient/Parent/Guardian has not contacted the Practice in advance to cancel it or where the cancellation is so late as to make it impossible to allocate that time to another Patient who needs treatment.

The Practice will code this DNA or child not brought and this will prompt a retrospective check on the number of DNAs or child not brought recorded against that person. Whilst we are primarily concerned with our own appointment observance, consideration may also be given to any hospital appointments where we have been notified that a Patient has failed to attend. A re-referral on the part of the GP (more GP time) will often be required by the hospital department so that the Patient can be recalled.

It is common for patients who fail to attend to then request a further appointment within 48 hours.

DNA 1

Where this is the first occasion, a code will be added to the Patient's medical record and the DNA or Child not brought counted in a monthly search. A message will automatically be sent to the patient on each occasion of a DNA or child not brought.

DNA 2

Where this is the second occasion, the Patient's record will have flag entry - DNA Risk added to their records.

DNA 3

Where a third DNA has occurred, the Practice will write to the patient, and they may be at risk of deregistration from the Practice. The Practice will review each individual case. 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 despite due warning).

With regard to Minors, Child Not Brought, third and future missed appointments in a 12-month period are discussed at the regular Clinical Meetings in order to ensure that the child's needs are being met and do not require further intervention by the Safeguarding Lead.

HOW TO AVOID BECOMING A DNA

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

Mistakes do happen and the Practice understands that appointments can on occasion be forgotten about or overlooked. However, please remember that your DNA is other Patient's denied appointment.

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

SHOULD YOU NEED TO CANCEL, HERE'S HOW: -

A By telephone – 01582 72214 3 – you can leave a voice mail or speak directly to a staff member.

B By text simply use the link in your reminder message.