

Did Not Attend / Missed Appointments

A significant amount of time is invested at this surgery to create an appointment system that will adequately manage supply and demand. All factors including doctors training, annual leave and known “higher demand times” e.g. winter and after bank holidays are taken into account.

Failure to attend NHS doctor and nurse appointments is serious time-wasting of expensive resources.

This practice actively manages patients who persistently fail to attend an appointment and, in some cases, will take steps to de-register a patient.

It is a myth that doctor and nurse time is not affected.

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

Staff are instructed to take the following steps:-

Doctors & Nurses Appointments

1st DNA

First Missed appointment – recorded on the computer system as Did Not Attend.

If a patient rings to cancel an appointment within 15 minutes of appointment time, this will still be recorded as Did Not Attend. A letter will be sent advising of our policy.

2nd DNA

Second Missed Appointment - recorded on computer as Did Not Attend.

Where this is the second occasion, the patient will be contacted by the Practice, advised of their second missed appointment and informed that if a further appointment is DNA'd they could be at risk of compromising their relationship with the Practice.

3rd DNA

Third Missed Appointment - Letter sent to patients registered address advising details of two missed appointments and advising a 3rd missed appointment may result in de-registration.

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

It should be noted that, whilst unacceptable in most cases, there may be extenuating circumstances as to why the patient has failed to attend their appointment. Therefore, prior to any correspondence being sent to a patient, it would be reasonable to discuss this with their clinician.

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

Third missed appointment (within 12 month period) will be recorded on the patients record as Did Not Attend.

Final letter sent advising of de-registration or requesting a meeting with the registered GP and/or Practice Manager to discuss consequences.

If the patient has a good record of attendance in a 6 month period, it will reset their record and any restrictions will be lifted. However, if the patient fails to attend 1 appointment the process will start again.

How to Avoid Becoming a DNA

If you cannot attend or no longer need an appointment, please ring us in advance – ideally 24 hours before the scheduled appointment.

Mistakes do happen and the Practice understand that appointments can be forgotten about or overlooked. However, each patient receives a text message reminder 24 hours before the appointment. If you are not receiving these please check with Reception to make sure we have the correct contact details for you.

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

If you cannot make an appointment, feel that you are running late for a pre-booked appointment or do not need the appointment anymore, please ring reception on 01582 767821 to cancel at least an hour before the appointment time, so it may be offered to another patient.

Thank you for your cooperation.

Did Not Attend - Further considerations

SNOMED-CT coding

All patient contact, whether administrative or clinical, should be coded within the guidelines of the SNOMED-CT coding system; this includes DNAs and failed encounters.

Below is a list of SNOMED-CT codes used to record DNAs and failed encounters:

- Did not attend – Reason given: **185326000**
- Did not attend – No reason given: **270426007**
- Did not attend - pre-booked telephone consultation (Failed encounter – no answer when rang back): **185337004**
- The receptionist or administrator must also document that they have telephoned the patient to rearrange their appointment: **24671000000101**

Note: If the patient fails to answer the call from the receptionist or administrator, this must also be recorded as a “Failed encounter – no answer when rang back” using the same SNOMED-CT code as for the other failed encounter as detailed above.

Child DNAs

Awareness is to be given to children who fail to attend an appointment.

Whilst all missed appointments have traditionally been classified as a “Did Not Attend”, this group actually needs to be classified as “Was Not Brought” as it is not a child’s responsibility to attend the appointment; it is the responsibility of their parents or carers to bring them. As such, awareness must be given to this and the consideration that this could be termed as medical neglect if regular DNAs are recorded.

Coding non-attendance of children as “Child not brought to appointment”: **901441000000108**

Note: All missed child appointments should be flagged with the safeguarding lead.

Further information on safeguarding should be found in your practice's Safeguarding Policy.