

CLIFTON MEDICAL CENTRE DID NOT ATTEND POLICY Feb 17

Aim

This policy has been introduced, in conjunction with our patient group, to help us improve patient access to appointments.

Introduction

Approximately 160 appointments per month are classified as 'Did Not Attend' (DNA) - i.e. the patient did not turn up for their appointment with either the Dr or the nurse and did not contact the surgery in advance to cancel/change appointment. The effects 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

General Policy

This DNA policy was agreed with the patient participation group and the practice February 2017. The policy is conveyed by notices in the waiting room and as a copy of the system on the surgery website

If a patient fails to attend a pre-booked appointment on more than three occasions in the space of 6 months, this would suggest a pattern of behaviour and 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 this case a formal warning letter will be issued.

The practice will be fair to all patients irrespective of race, sex, sexual orientation, gender reassignment, religion or other belief, disability, age, ethnic origin, marriage and civil partnership, pregnancy and maternity, and any exceptions will be made on an individual case-by-case basis.

TEXT REMINDERS

Text messages are sent to patients to remind them of their pre-booked appointment.

All team members should confirm contact details with patients, opportunely, to ensure that patients receive the message.