

REASONS FOR DNA

Whilst it is understood that often the reason for non-attendance is understandable, it is difficult for the practice to make a judgement. The end result is always the same namely a lost appointment.

Non-attendances are monitored and if recurrent the individual will receive a written reminder.

In extreme cases patients could find themselves being asked to re-register with another GP.

PERSISTENT OFFENDERS

Patients who persistently do not attend their appointments could be removed from the Practice List as per the Practice Protocol.



**EXTENDED HOURS
TELEPHONE NUMBER
Kenton – 0790 306 3454
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BETTS AVENUE MEDICAL CENTRE

PATIENTS WHO DO NOT ATTEND (DNA) GP OR NURSE APPOINTMENTS



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DNA RATES

Unfortunately for several reasons, each month there are numerous patients who do not attend their scheduled GP or Nurse appointment. This wastes a large amount of GP time, but also prevents other patients from booking those appointments.

PROCEDURE

Patients who do not attend their appointments are classed as **DNA's (Did Not Attend)**. The computer system automatically marks the patient record that they have failed to attend an appointment. Due to the high numbers of missed

appointments the surgery is introducing a new procedure as from **Monday 7th June 2010**.

Patients who have failed to attend an appointment can make a further appointment but will be required to re-confirm that they will be attending their appointment first thing on that morning or the afternoon of the previous day.

If the patient fails to re-confirm by the due time of their appointment, the appointment will be cancelled and made available to other patients.

Example:

- Patient has an appointment booked in the afternoon surgery. **Patient must contact surgery to confirm appointment before 12:30pm**
- Patient has an appointment booked in the morning surgery. **Patient must contact surgery to confirm appointment on the afternoon of the previous day.**

The practice will display how many appointments have been missed on a monthly basis to the severity of the problem. This will show how much time has been wasted.