

Policy: Did not Attend Policy

Review Date: 16/7/2020

Policy Manager:	Vanessa Hails	Signature	Date
Lead GP:	Ben Ditchfield	Signature	Date

Introduction

Last Month

..% of our patients
Came on time to their appointments
last month, thank you!

It's easy to cancel or re-arrange
Via reception or your online access

As a practice we are committed to providing the best possible care to patients in a timely manner. To help us do this, keeping our 'did not attend' (DNA) rates to a minimal is essential.

DNA Policy

A DNA occurs when an appointment is not attended and the patient has not contacted the practice in advance to cancel it or where the cancellation is so late (less than 30minutes pre the appointment) that it is impossible to allocate that appointment to another patient who needs treatment.

This includes face to face appointments, video and phone appointments with any clinician.

It excludes events when an appointment is cancelled in advance by the patient or Leeds student medical practice.

At present this policy does not directly apply to the mental health advisors appointments. A policy regarding these is currently in development.

First DNA

When a patient does not attend (DNA) a first appointment this will be recorded in the medical notes, and counted in our monthly DNA figures. No further action will be taken at this point by Leeds student medical practice.

Second DNA

If a patient does not attend (DNA) for two appointment within a 12 month period, a MJOG (automated text message) will be sent to the patient to ensure they are ok and there is no physical or mental health reason for their lack of attendance.

Our DNA policy will also be linked to this, and the patient informed that should a further appointment be DNA'd, they could be at risk of compromising their relationship with the Leeds student medical practice.

Third DNA

Where a third DNA has occurred within the 12 month period, 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.

Online booking may well be removed at this point, and it is likely the patient will be asked to attend in person to book for same day appointments.

A second MJOG will also be sent at this point.

Recurrent DNA's

At this point 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 the Patient has chosen to disregard this on several occasions in spite of due warning).

As a practice we are aware mistakes do happen, appointments can be forgotten or overlooked. In such cases, the Practice will take into account the reason given by Patients.

What We As A Practice Are To Doing To Reduce DNA's

- Text message reminds for appointments booked 24 hours in advance- please ensure we have up to date contact details.
- Printed slips for same day slots with the time of the appointment on

GP policy for Non attendance

Procedure for responding to a Did Not Attend (DNA) event.

- With failure to attend the clinician should consider the reason for this. In many cases, the appointment may have been missed for entirely "innocent" reasons which are

totally unrelated to the health of the individual. However, in a small number of cases, non-attendance may indicate deterioration in the patients' health which might require an urgent response.

- The staff member should assess the risk and attempted contact made if needed
- Consider whether the patients circumstances include any elements of particular risk that might require action under the Safeguarding Vulnerable Adults and Safeguarding Children policies
- Our preferred coding is 'Did not attend – no reason' (N942). The clinician seeing is responsible for coding in the notes.
- A computer search will be conducted each month by our IT team for those patients who have not attended 2 or more appointments in the preceding 12 months. This will then be relayed to the practice manager or relevant GP to act.

MJOG Message

It appears you have missed 2 or more appointments in the last 12 months. Please find our DNA policy attached. <https://www.leedsstudentmedicalpractice.co.uk/>

www.

**Leeds Student
Medical Practice**
.co.uk

Leeds Student Medical Practice, 4 Blenheim Court, Blenheim Walk, Leeds LS2 9AE

Telephone 0113 295 4488

Partners: Dr J Anderson, Dr C Armitage, Dr E Sterrenburgh, Dr P Hudson, Dr J Lyons, Dr S Peacock

www.leedsstudentmedicalpractice.co.uk