

## MHA DNA policy – September 2019

### MHA Triage Appointments

- **First DNA**

When a patient does not attend (DNA) a first MHA triage appointment, the MHAs will record this in the patients' consultation notes. No further action will be taken at this point.

**RISK:**

If the patient has presented with any risk (documented on the last consultation notes) MHA will check if the patient has a GP review appointment in place.

If the patient has no review appointment in place, MHA will then task reception to book in a review appointment with the GP.

**Reception please note:** If the patient calls to rebook their MHA triage appointment but presents in crisis or at risk – reception to advise patient to see the GP for a same day appointment or add to the On Call list (MHA's do not see patients in crisis).

- **Second DNA**

If a patient does not attend (DNA) for two MHA triage appointments within one month of referral from GP, MHA to record in the patients consultation notes with a comment explaining that the patient has DNA'd two MHA triage appointments since GP referral and now must see a GP before being seen by a Mental Health Advisor.

MHA will also add an alert to the patient's record to say *'Please book with GP for review before patient is offered another MHA triage appointment'*.

**RISK:**

If the patient has presented with risk (documented on last consultation notes) MHA will check if the patient has a GP review appointment in place.

If the patient has no review appointment in place MHA will then task reception to book in a review appointment with the GP.

**Reception please note:** If the patient calls to rebook their MHA triage appointment and presents in crisis or at risk – reception to advise patient to see the GP for a same day appointment or add to the On Call list (MHA's do not see patients in crisis).

**REMINDER:**

The patient cannot be offered a third MHA triage appointment without first being reviewed by the GP

## **MHA Follow Up Appointments**

- **First DNA**

When a patient does not attend (DNA) a MHA follow up appointment the MHA will record this in the patients' consultation notes. No further action will be taken at this point.

### **RISK:**

If the patient has presented with risk (documented on the last consultation notes) MHA will check if the patient has a GP review appointment in place.

If the patient has no GP review appointment in place the MHA will then task reception to book in a review appointment with the GP.

- **Request for a second follow up appointment**

When a patient calls to rebook a DNA'd MHA follow up appointment, reception to please check EMIS for when the patient was last seen for a MHA triage appointment:

**If more than one month** has passed then reception to offer the patient a GP appointment.

**Within the last month** reception will task the MHA who completed the triage consultation to make contact with the patient to discuss.

The MHA will then review the patient's consultation notes and make two attempts to contact the patient to discuss and offer, if appropriate, a further follow up appointment. **Follow ups must be within one month of the patients triage appointment.**

If after two attempts, the MHA has been unable to make contact with the patient, the MHA will task reception to MJOG the patient to say:

*'LSMP have attempted to contact you to rebook your MHA follow up appointment, as requested. Please contact LSMP if you still wish to rebook'*

- **Second DNA**

When a patient does not attend (DNA) their second MHA follow up appointment, MHA will record this in the patient's consultation notes. No further action will be taken at this point.

MHA will also add an alert to the patient's record to say *'Please book with GP for review before patient is offered any further appointments with an MHA.'*

**Reception please note:** If the patient calls to rebook a third MHA follow up appointment – reception to advise patient that they must first see their GP for a review. Patients cannot be offered more than two MHA follow up appointments.

### **RISK:**

If the patient has presented with risk (documented on the last consultation notes) MHA will check if the patient has a GP review appointment in place.

If the patient has no review appointment in place MHA will then task reception to book in a review appointment with the GP.