

## **WEST END CLINIC**

### **DNA (Did Not Attend) Policy**

**Purpose:** The purpose of this policy is to manage and reduce the number of missed appointments (DNAs) at West End Clinic, ensuring efficient use of resources and maintaining high standards of patient care.

#### **Policy Overview:**

All DNA will be coded accurately

#### **First DNA:**

Patients who miss their first appointment without prior notice will receive a polite reminder via SMS/ Accurx from the clinician directly after the DNA occurred. The message states why the patient had booked the appointment and provide the opportunity to re-book if required for that clinical issue. In addition, we will kindly request patients to cancel any future appointments they are unable to attend, allowing the practice to offer the slot to another patient.

**Patient exemptions:** Vulnerable patients such as LD, Dementia and registered safeguarding patients or their carer will be contacted by telephone by the reception team following the receipt of a task by the clinician marking the patient as DNA

#### **Second DNA:**

If a patient misses a second appointment within a 12-month period, they will receive a formal warning by Accurx. This communication will inform them that any further DNAs may result in their removal from the practice list.

#### **Third DNA:**

A third missed appointment within a 12-month rolling period will be considered a breakdown in the doctor-patient relationship and abuse of the NHs system. Consequently, the practice will initiate the process of removing the patient from the practice list with a 28-day notice period informing them to re-register at another practice.

#### **Special Circumstances:**

In certain circumstances, such as patients with dementia, the practice will contact the patient's carer to discuss the missed appointments and explore ways to support the patient in attending future appointments.

#### **Implementation:**

The practice will maintain accurate records of all missed appointments and communications sent to patients.

Staff will be trained to handle DNAs sensitively and in accordance with this policy.

Patients will be informed of this policy upon registration and reminded periodically

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#### **Review and Monitoring:**

This policy will be reviewed annually to ensure its effectiveness and compliance with current guidelines.

Feedback from patients and staff will be considered in the review process.

**Conclusion:** By implementing this DNA policy, West End Clinic aims to improve appointment availability, enhance patient care, and foster a respectful and cooperative relationship with our patients.

Reviewed S Simpson 20.6.2025