

## DNA (Did Not Attend) Policy

Document Details		
Title	Did Not Attend Policy	
Main points	Regarding patients that do not attend appointments	
Who is the document aimed at?	All staff	
Author		
Approval process		
Approved by (Clinician/Manager)	EMT	
Most recent approval date	October 2024	
Category	Clinical administration	
Subcategory	Appointments	
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Distribution		
Who the policy will be distributed to	All staff	
Document Links		
Required by CQC		
Other		
Amendments History		
No	Date	Amendment
1	Dec 21	Added note regarding separate policy for vulnerable patients
2	Oct 24	<ul style="list-style-type: none"> <li>- Vulnerable patients' section removed.</li> <li>- Updated DNA practice appointments section with added note for consideration for further support.</li> </ul>
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## Background

Patients who do not attend appointments, with either ourselves or secondary / community care, waste valuable NHS resources and Hope Citadel Healthcare aims to work with our patients to reduce the number of none attended appointments.

Each practice offers online appointment booking and a text message reminder service to help patients remember their appointment. Each of the two systems also has the ability to let patients cancel their appointment without the need for contacting the practice.

## DNA practice appointments

A patient will be coded with 'did not attend' if they fail to contact the practice to let them know that they cannot attend or do so within 1 hour of the appointment.

Hope Citadel has a 3-stage process for dealing with patients who have multiple DNA's.

- After 3 DNA's the patient will be sent a letter explaining that they have reached three DNA's. The letter says we expect patients to contact us if they cannot attend and it gives details of the online appointment booking and text message reminder service. The final part of the letter says that if they DNA a further appointment in the next 12 months a second warning letter will be issued.
- Any further DNA will result in a second warning letter being issued. The final part of this letter will say that any further DNAs in the next 12 months will result in your removal from the practice list.
- After a further DNA within 12 months a final removal letter will be sent.

Consideration will be given to whether the patient requires further support such as focussed care, or whether there are more underlying issues. A member of staff may do a welfare check on the patient's home.

## DNA Hospital Policy

Our practices do not routinely remind patients of their hospital appointments as many appointments are booked through other agencies and we do not receive notifications of when the appointments are.

If a patient does not attend their appointment, the practice will receive notification from the hospital department. When the practice receives this notification, a letter will be sent to the patient asking them to contact us to explain why they missed it and whether they would like to be re-referred. The practice will only re-refer 2 times due to the patient not attending appointments without a genuine reason.

If a patient misses a 2 week wait cancer appointment a doctor will call the patient to find out why the patient missed the appointment and inform them that they will re-refer.