



White Lodge Medical Practice

FAILED TO ATTEND POLICY

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1. Purpose

The Practice's DNA Policy is intended to free up more appointments and make them available for use. Patients tell us that they sometimes find it difficult to see a GP or Practice Nurse within two weeks for a routine appointment. One reason this can be difficult is due to patients, who fail to show up for a scheduled appointment, or who cancel late so that we cannot re-use the appointment. This problem causes a loss of many appointments.

2. Procedure

- I. If a patient fails to attend a pre-booked or emergency appointment on one occasion, an informal warning SMS text will be sent to the patient via AccuRx. This letter will be saved to the patient record.
- II. If the patient fails to attend another appointment within a 12-month period, a formal warning letter will be sent (as AccuRx attachment or by post), reminding them that should they miss another appointment, they risk being removed from the practice list.
- III. If the patient fails to attend 3 appointments within a 12 months period, this patient's details will be brought to the Partners' attention by Practice Manager. The Partners will decide whether the patient is removed from the list.

Warning letters are only valid for a period of 12 months. Removal based on a warning greater than 12 months old will be invalid. In such a scenario only the DNA appointments within a 12-month period may be reviewed to determine which stage of the policy should be applied.

3. Policy

As part of this Practice Policy, the Practice is now notifying patients by letter who did not attend 3 appointments within the past 12 months. If a patient, upon receipt of this letter, fails to attend a further appointment, a further letter will be sent to say that you will be removed from our list.

Your healthcare professional will also politely remind you if you have recently failed to attend an appointment.

There are always circumstances that can prevent a person from attending an appointment, and we ask that you give us adequate notice (at least 24 hours beforehand) whenever this happens. Special circumstances may also occur due to an extreme situation when no notice can be given. However, even in such instances, it is a courtesy to phone Reception afterwards and explain the circumstances at the earliest opportunity.

4. Appeals

The Practice will always respond to reasonable appeals and valid reasons submitted in a timely fashion.

5. Records

The practice will maintain a record of all the patients removed under this Policy.