

Practice Name	Lapal Medical Practice	
Policy Name	DID NOT ATTEND POLICY	
Last Review Date	07.11.2016	
Next Review Date	07.11.2017	
Version	1.0	
Responsible Person(s)/Lead	Dr C Smith Mrs D Smith	
Target Group	All Staff	
<i>CHANGE HISTORY</i>		
<i>VERSION</i>	<i>DATE</i>	<i>COMMENTS</i>

Introduction

This policy has been created in order to best utilise appointments and ensure appropriate use of resources.

Appointments at the practice may be booked either in advance, at short notice or on the day emergency appointments.

Patients will be asked to rebook appointments if they arrive after 10 minutes past the start time of their appointment.

Appointment reminders are sent to all patients with booked appointments providing the patient has supplied us with an up-to-date mobile number. It is the patients' responsibility to ensure we have the correct contact details for them. Where possible, reception will check mobile numbers when booking appointments.

Definition of a DNA:

A patient that arrives more than 10 minutes late for an appointment OR cancels the appointment on or after the allotted time slot OR a patient that does not turn up for the booked appointment.

Doctors and nurses will code 'did not attend routine appointment' into the patients records when an appointment is missed to enable us to be able to discuss the reasons for this with the patient when they next attend

Emergency appointments will not be routinely offered to patients on the same day as a missed appointment without discussion with the clinician.

The practice will send out DNA letters to patients if 3 or more appointments are missed in a 6 month period. If a further appointment is missed without due reason the patient may be asked to discuss this with us and may be asked to register with an alternative GP provider.

An audit will be created so that searches can be run monthly for appointment DNAs.