

## **IMPORTANT: New Patient Information**

### **DNA APPOINTMENTS- DID NOT ATTEND**

It is in the best interest of both parties to cancel their unwanted appointments. This will prevent the Medical Centre from instigating our DNA (Did Not Arrive) policy.

The cancellation line is accessible around the clock for this sole purpose, but patients can also phone the Centre in working hours and speak to a receptionist for the specific purpose of cancelling an appointment and rebooking as required.

Typically, over 40 hours of clinicians' time is lost each month; this also represents huge waste of resources and even worse your unattended appointment, which you failed to cancel, cannot then be offered to another patient.

### **PLEASE SEE OUT DNA POLICY BELOW:**

Two unattended appointments within 6 months, where no attempt has been made to cancel or offer reasonable explanation for non-attendance, will mean the patient is sanctioned to "book on the day appointments only" for a period of 6 months. Exceptions will be made for annual review appointments for chronic illness booked by the surgery.

If there are any subsequent DNAs within this period of 6 months of sanctioning, the practice reserves the right to remove a patient from the practice list and the patient will be required to register elsewhere.

We have a duty of care to ensure our patients are taking the correct medication, therefore, if you have prescriptions and do not attend an arranged medication review or annual chronic illness review, we may restrict the repeat prescription until you have been seen for your review appointment. This will mean that you will have to come to the surgery to collect your prescription or, for dispensing patients, your medication.