



The Law Medical Group Practice

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Dr Adrian Richardson

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DID NOT ATTEND POLICY (DNA)

An appointment is marked as DNA when the patient has not arrived for 20 minutes after the start time of the slot.

Currently the practice experience approximately 300 of DNA's a month.

The appointment system is monitored monthly to search for patients who have 'DNA-ed' appointments.

The Law Medical Group therefore agreed the following policy:

NOTIFYING THE PRACTICE

Patients must notify the Practice as soon as they know they are unable to attend the appointment via the following system:

Text service which reminds them of the appointment and allows them to cancel if they do not wish to keep the appointment by texting the word 'CANCEL' back. This will automatically cancel the appointment

Cancellation line which is available 24hrs a day, 7 days per week. Patients must ring as early as possible, latest on that day, before the appointment time to notify that they cannot attend. This appointment can then be offered to another patient.

Patient Access which allows them to cancel without contacting the practice – patients registered to use the online services only

FAILING TO ATTEND WITHOUT PRIOR NOTIFICATION

- 1- **If patient DNA's three times within 12 month period**, they will receive a warning letter reminding them of the importance of first cancelling unwanted appointments, and detailing the consequence of not cancelling. This letter will also explain to the patient that should they fail to attend a further appointment without first cancelling it, they will be asked to leave the practice list (if patient are under 16, this will go to their parent/carer)

- 2- **If the patient DNA's again following receipt of the first letter within 12 months**, they will receive a letter notifying that they will be removed from the practice list, without further discussion unless they write to the Practice Manager within 7 days with an exceptional reason for nonattendance. This letter will include details of how the patient can find an alternative GP

- 3- **If the reason is exceptional in nature**, the letter will be acknowledged and the patient maintained on practice list, **if not** they will be removed from the practice list

- 4- **If following the exceptional reason patient DNA's again within 12 months**, it will be brought to the attention of the partners who will decide the next course of action. The usual course of action would be to remove the patient from our list without further discussion.

- 5- **If the patient wishes to appeal the decision**, they may write to the Practice Manager who will discuss it at the next partners meeting where it will be decided if the original decision is upheld.

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April 2016