



Policy: Did not attend (DNA)

Review Date: February 2025  
Next review: February 2028

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## Introduction

As a practice we are committed to providing the best possible care to patients in a timely manner. To help us do this, keeping our 'did not attend' (DNA) rates to a minimal is essential.

All DNA searches can be found in Operational Managers (OM) Population Reporting. To be reviewed monthly by OM with the support of the reception team to follow up actions required. List will also be discussed with IT lead to ensure MJOG message goes out to the patients.

## DNA Policy

A DNA occurs when an appointment is not attended, and the patient has not contacted the practice in advance to cancel it or where the cancellation is so late (less than 30minutes pre the appointment) that it is impossible to allocate that appointment to another patient who needs treatment.

This includes face to face appointments, video and phone appointments with any clinician.

It excludes events when an appointment is cancelled in advance by the patient or Leeds Student Medical Practice.

The effect of DNAs is:

- An increase in the waiting time for appointments • Frustration for both staff and patients
- A waste of resources
- A potential risk to the health of the patient

By reducing the number of DNAs we hope to be able to:

- Enable more effective booking
- Allow efficient running of clinics
- Reduce costs
- Increase productivity

## First and Second DNA

When a patient does not attend (DNA) a first or second appointment this will be recorded in the medical notes and counted in our monthly DNA figures. A text will be sent to the patients reminding them to cancel appointments they no longer require or are unable to attend.

## Third DNA

If a patient does not attend (DNA) for three appointments within a 12-month period, a letter will be sent to the patient to ensure they are ok and there is no physical or mental health reason for their lack of attendance. The patient will be informed that should a further appointment be DNA'd, they could be at risk of compromising their relationship with the Leeds Student Medical Practice.

## Fourth DNA

Where a fourth DNA has occurred within the 12-month period, the practice will review the individual case, and a decision will be taken with regard to addressing the patient's future ability to pre-book routine appointments. 2<sup>nd</sup> letter to be sent to the patient advising them they are at risk of being removed from the practice list if persistent DNAs continue.

## Recurrent DNA's

At this point the practice will consider whether consistent failure to adhere to our practice policy constitutes a breakdown between the patient and the GP (where the GP Practice has given clear instruction on policy and the Patient has chosen to disregard this on several occasions despite due warning).

As a practice we are aware mistakes do happen, appointments can be forgotten or overlooked. In such cases, the Practice will consider the reason given by patients.

All letters will be sent by post to the registered address and a copy sent via email where possible.

## What We as a Practice Are Doing to Reduce DNA's

- Text message reminders for appointments booked 24 hours in advance and for face-to-face appointments - please ensure we have up to date contact details.