

Did Not Attend (DNA) Policy

Mitcheldean Practice

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Purpose

This policy aims to reduce the number of missed appointments (DNAs) and ensure fair access to appointments for all patients. Frequent non-attendance affects patient care and wastes valuable NHS resources.

Definition

A DNA occurs when:

- A patient fails to attend a scheduled appointment.
- No prior cancellation is made in an appropriate time before the allocated appointment, to allow a new appointment to be put in; and the appointment slot is then wasted.

Communication Channels for Cancellations

Patients are encouraged to cancel appointments via:

- Cancellation telephone line.
- In-person at reception.
- Online services (if available).

Monitoring and Recording

- All missed appointments are recorded in the patient's record with the appropriate code.
- If a patient attempts to cancel in an appropriate length of time before the appointment but the call is missed by reception, the DNA will be marked as an error where appropriate.

Escalation Process for Repeat DNAs in a rolling 12-month period

Number of DNAs | Action Taken | Communication Type

1st | Record in patient record | No action

2nd | Informal reminder | Phone call/text message or letter by the Practice Manager

3rd | First warning letter explaining consequences | Letter

4th | Second warning letter with possible restrictions/speak to the Practice Manager before booking a subsequent required appointment | Letter

5th | Final warning & review of patient registration | Letter + possible face-to-face meeting

Each letter will indicate which stage of the process the patient is at.

Consideration of Patient Circumstances

Patients with complex or vulnerable situations (e.g. mental health conditions, safeguarding concerns) will be reviewed individually. Support will be offered where appropriate and required.

Possible Sanctions

In cases of persistent DNA behavior:

- Patients may be required to make future appointments in person only.
- Removal from the practice list may be considered if the clinician-patient relationship has broken down

Prevention and Support Measures

- Reception staff will verify contact numbers during interactions to ensure reminders are set up where required.

- DNA statistics and costs will be displayed on the waiting room screen and included in the newsletter (without placing them as the lead item).

New Registrants

All new patients will receive a copy of this DNA policy upon registration.

Review

This policy will be reviewed annually or as required by practice developments.

Version number	Author/reviewer	Summary of amendments	Issue date
1.0	Laura Weyman	Policy written	25.06.2025
2.0			
3.0			
4.0			
5.0			
6.0			
7.0			