THE GLEN MEDICAL GROUP

DID NOT ATTEND (DNA) POLICY EXPLANATION

Appointment time for our Practice Health Care Professionals is precious.

Appointments which are wasted by patients either not attending or not cancelling in sufficient time to offer the appointment to someone else, is taken very seriously. The Practice has therefore taken the decision to remove patients who abuse our systems.

Registered Patients Appointments

- Any patient who is registered with the Practice and does not attend an appointment or fails to cancel this with sufficient time to allow it to be offered to another patient, will be sent a first 'DNA' letter/text. The text messages include a link to this DNA policy explaining the process.
- If the same patient does not attend a second appointment, they will receive a second 'DNA' letter/text. Once again, the link is provided in the text message for full information on what will happen should a third DNA occur including that the patient may be removed from the Practice list.
- If the patient does not attend a third appointment, the GP Partners will be advised of this, and the patient's registration will be discussed in a clinical meeting. The patient may then receive a third 'DNA' letter/text notifying them of their removal from the Practice List. Primary Care Support England will be informed of any patient being removed from our practice following a third 'DNA' letter/text
- DNA letters/texts are sent over a one-year period from the first DNA, e.g. if a patient DNA's an appointment in January 2025 a first DNA letter/text would be sent. If the patient's next DNA is January 2026, they would again receive a first DNA letter/text.

Monitoring of DNA's

- The Practice will identify patients who do not attend on a weekly / monthly basis and take appropriate action, as above. Each separate missed appointment is classed as a DNA.