



DID NOT ATTEND (DNA) POLICY

Policy Number	
Date Ratified	July 2024
Review Date	Every 2 years
Policy Author	Dr Jajawi

Amendment No.	Comments	Completed By	Date
Ver 1.0			

Purpose

The purpose of this policy is to ensure that clinic schedules at Dr J & Colleagues are managed effectively, providing fair access to appointments for all patients. It outlines our approach to handling missed appointments (referred to as “DNAs” or “Did Not Attend”) and the process for discharging patients who have lost contact.

This policy provides clear guidance to both staff and patients on managing missed appointments and maintaining contact. It ensures that any disruptions in continuity of care due to missed appointments or lack of contact are addressed fairly, consistently, and transparently. By doing so, it aims to minimise disruptions and support efficient service delivery, ensuring that our appointment system operates smoothly and equitably.

Scope

This policy applies to all in-person and remote appointments provided by Dr J & Colleagues.

Definitions

- **“DNA” (Did Not Attend):** Refers to any appointment that a patient does not attend, arrives more than halfway through, or cancels with less than 72 hours’ notice.
- **“No Contact Event”:** Occurs when a patient has not been in touch with Dr J & Colleagues



for a period of 72 hours, such as after a missed appointment.

DNAs

2-Strike Policy: Patients are allowed one missed appointment without immediate consequence. A second missed appointment will lead to discharge unless special circumstances apply.

- **First DNA:** The appointment will be rebooked without penalty. Patients should be informed about the potential consequences of a second missed appointment.
- **Second DNA:** The patient's file will be closed, and they will be discharged from the service.

Exception and Leniency

- **Genuine Circumstances:** In cases of unavoidable circumstances such as family emergencies, serious illness, or government mandates (e.g., self-isolation), we may exercise discretion and continue care. A third missed appointment will result in discharge regardless of circumstances.

Potential Fees

- **NHS Patients:** There are no fees for missed appointments for NHS patients. However, repeated DNAs may result in discharge from our service.
- **Private Patients:** A fee may apply for missed appointments depending on the referral type. This will be clearly communicated to private patients at the time of booking and in the follow-up correspondence.

Communication

- **Patient Information:** Clearly communicate the DNA policy to all patient at registration and through information leaflets and notices within the consultancy.
- **Ongoing Updates:** Inform patients of any changes to the policy in a timely manner.