

St Andrews Medical Centre – DNA Policy

Most of our Patients know it can sometimes be difficult to get a routine appointment with a GP or Nurse. In the course of events where demand is unpredictable, that cannot easily be remedied. One thing that makes this more difficult to overcome is the problem of missed routine appointments – DNAs. Where Patients have been declined routine appointments because the consultations are fully booked, it is at best disappointing when one of those booked appointments does not turn up and has not contacted the Practice to cancel the appointment so that it can be released for others or telephones so late as to make it impossible to allocate to another Patient. The cost in time and money is a burden to the National Health Service generally and the Practice in particular cannot sustain this. Remember that your DNA is another Patient's denied appointment.

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 as to make it impossible to allocate that time to another Patient who needs treatment. The Practice will code this DNA and this will prompt a retrospective check on the number of DNAs recorded against that person.

- DNA 1 Where this is the first occasion, a code will be added to the Patient's medical record and the DNA counted in a monthly search.
- DNA 2 Where this is the second occasion, the Patient will be contacted by the Practice, advised of the missed appointment and a warning message screen will be added to their record. When the Patient makes a further appointment, they will be advised by the Receptionist that the Practice is aware of their previous DNA and asked to confirm their intention to attend their next appointment. The Patient will also be informed that if a further appointment is DNA'd, they could be at risk of compromising their relationship with the Practice.
- DNA 3 Where a third DNA has occurred, 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. 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 service provision and the Patient has chosen to disregard this on several occasions in spite of due warning).

HOW TO AVOID BECOMING A DNA:

If you cannot attend or no longer need an appointment, please ring us in advance. Mistakes do happen and the Practice understands that appointments can be forgotten about or overlooked. In such cases, the Practice will take into account the reason given by Patients. Preference, of course, is for the Practice to know in advance so we can offer the appointment(s) to other Patients in need.

SHOULD YOU NEED TO CANCEL, HERE'S HOW:-

By telephone – 0161 707 5500 8am – 6:30pm Monday to Friday

By email - standrewsmc.ooh@nhs.net, leaving your name, date of birth, GP name and appointment date/time