



Patients who Did Not Attend 'DNA' their appointment protocol

INFORMATION

Definition

NHS England's 'General Practice Forward View' has Ten High Impact Actions to release capacity and make time in general practice. One of those actions is to reduce DNAs, practices will look to maximise the use of appointment slots and improve continuity by reducing DNAs. Changes may include redesigning the appointment system, encouraging patients to write appointment cards themselves, issuing appointment reminders by text message, and making it quick for patients to cancel or rearrange an appointment.

Aims

The practice will implement the following: -

- Send text message reminders
- Encourage the use of online services to enable easy access for booking/cancelling appointments
- Display information about the number of appointments missed in a month period
- Change the practice process on following up DNAs

Clinical Responsibility

The GPs will be informed and review any patient's medical record following that patient receiving their final warning letter which states that the next step is to remove them from the practice, enabling them to make an informed decision as to if the patient should be removed. The practice has a separate Children's DNA process.

Clerical Responsibility

All practice staff will be aware and supportive of the practice aims. Staff will be expected to maintain good housekeeping of the appointment system and will be kept up to date with any changes required and training if required will be provided. Management of the appointment system will be monitored by the office supervisor.

Protocol for removing patients following DNAs

1. Patients will be sent a text message / or receive a phone call informing them that they have missed their appointment.



2. If a patient DNAs a 2nd time on this occasion a warning letter is to be sent. An entry will be recorded in the patient's medical record.

3. If a patient DNAs for the 3rd time, the deduction process will be started together with the following letter sent.

A removal form will need to be completed, given to the GP for review and approval, and once scanned and recorded into the patient's medical records will be emailed off to pcse.registrations@nhs.net

Resources

<https://www.england.nhs.uk/gp/gpfv/redesign/gpdp/>