



Did Not Attend (DNA) Policy

DNA stands for Did Not Attend and refers to patients who book appointments then fail to attend them. These patients also fail to ring the practice to let us know they will not be attending. This denies other patients with potentially serious problems and conditions the opportunity to use this appointment.

DNAs are a big problem in the NHS. They waste a huge amount of time and resources. Dunelm Medical Practice is no exception in this respect.

In a six month period from 1st April 2015 to 30th September 2015 the following numbers of DNA's were recorded:

Site	Total DNA appointments	Total Time wasted
Bearpark	405	95 hours
Gilesgate	570	146 hours
Framwellgate Moor	411	90 hours

We are trying to reduce the amount of DNAs by using SMS text message reminders. Please provide use with your most recent mobile number if you would like to receive these. Ultimately, however, we rely on our patients to act responsibly and have consideration for others. As soon as you become aware that you are unable to attend an appointment **please contact the practice** so we can release it for another patient.

The practice policy for DNAs is as follows:

If a patient fails to attend **three or more** appointments at the practice (either with GPs, nurses or health care assistants) over a one year period we will send them a letter reminding them of their responsibilities to attend their appointments. We will also inform them that if they fail to attend two more appointments in the subsequent twelve months we will make arrangements to remove them from the practice list.