

*Newnham Walk Surgery, Wordsworth Grove  
Cambridge CB3 9HS*

*Telephone (01223) 366811 Fax (01223) 302706*

**DID NOT ATTEND POLICY**

**Introduction**

There are many appointments per month which are classified as 'Did Not Attend' (DNA) - i.e. the patient did not turn up for the appointment and did not contact the surgery at least 24 hours in advance to cancel/change appointment. The effects of these are:

- An increase in the waiting time for appointments
- Frustration for both staff and patients
- A waste of resources
- A potential risk to the health of the patient

Also see Policy for removal of patients from practice list for up to date procedural guidelines.

**General Policy**

Newnham Walk Surgery DNA policy has been agreed as a practice. Whilst it is important to be consistent, there will be exceptions on an individual case-by-case basis. Our policy can be conveyed by notices in the waiting room, as well as a copy of the system on the surgery website.

If a patient repeatedly fails to attend pre-booked appointments an informal warning letter (Appendix A) may be sent to the patient, advising them that a further occurrence could risk removal from the practice.

If the patient fails to attend another appointment, the matter will be discussed at a practice meeting and a majority agreement will be reached as to whether the patient will be removed from the practice list. In this case a formal warning letter will be issued. (Appendix B)

Warning letters are valid for a period of 12 months. Removal based on warnings greater than 12 months old will be invalid – in this case a further formal warning and period of grace will be required.

Reviewed March 2018

*Dr Fiona Cornish Dr Sally Barnard  
Dr Adrian O'Reilly Dr Paul Linehan*

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Appendix A

Informal Letter

Dear

We have noticed from our records that you have an unacceptable number of failed to attend appointments which could have been offered to other patients. ? single appointment with a GP/Nurse, ? double appointments with a GP/Nurse, and ? treble appointments with a GP/Nurse and counsellor at the surgery since ?

Appointments with GP's and Practice Nurses are in great demand, and to be fair to all our patients needing to book appointments, the practice has a policy regarding missed appointments and if you continue to fail to attend for appointments, you may be removed from the practice list and have to find an alternative GP Practice.

If you have specific problems that you wish to discuss that are preventing you from informing us at least 24 hours in advance of your non-attendance, please do let us know.

Thank you for your co-operation in this matter.

Yours sincerely,

**NEWNHAM WALK SURGERY**

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Dr Adrian O'Reilly Dr Paul Linehan*

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Appendix B

Warning Letter

Dear

Further to our previous letter dated \_\_\_\_\_ we have been made aware that you failed to attend another appointment on \_\_\_\_\_.

As explained in the leaflet we sent you and the notice on display in the practice reception area, the practice takes repeated missed appointments very seriously. As a result, this letter represents a formal warning that should a further appointment be missed you will be removed from the practice list without further notice.

If you would like to discuss the circumstances surrounding your appointments please contact [*Insert Name*].

Yours sincerely,

*Dr Fiona Cornish Dr Sally Barnard  
Dr Adrian O'Reilly Dr Paul Linehan*

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## MISSED APPOINTMENTS

DUE TO THE NUMBER OF PATIENTS FAILING TO ATTEND APPOINTMENTS, IT MAY BE THAT YOU ARE NOT BE ABLE TO SEE THE DOCTOR OR THE PRACTICE NURSE ON THE DAY THAT YOU WISH TO.

IN AN ATTEMPT TO TRY AND RESOLVE THIS, THE PRACTICE HAS DEVELOPED THE FOLLOWING POLICY.

IF YOU FAIL TO ATTEND APPOINTMENTS WITHOUT INFORMING US, WE WILL WRITE TO YOU ASKING IF THERE ARE ANY SPECIFIC PROBLEMS PREVENTING YOU FROM LETTING US KNOW.

IF YOU REPEATEDLY FAIL TO ATTEND FOR APPOINTMENTS, YOU MAY BE REMOVED FROM THE PRACTICE LIST AND HAVE TO FIND AN ALTERNATIVE GP PRACTICE.

*Dr Fiona Cornish Dr Sally Barnard  
Dr Adrian O'Reilly Dr Paul Linehan*