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.

Remember that your DNA is other Patient’s denied appointment.

**DNA Policy**

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. Whilst we are primarily concerned with our own appointment observance, consideration may also be given to any hospital appointments where we have been notified that a Patient has failed to attend. A re-referral on the part of the GP (more GP time) will often be required by the hospital department so that the Patient can be recalled.

For children under 13 years of age, we will contact the parents to ask the reason for the DNA as soon after the patient has failed to attend as possible. DNA’s in children will flag up as a safeguarding concern, a ‘not brought to appointment’ rather than a DNA. The reasons for the non-attendance will be recorded in the patient record, prompting a review of any previous non attendances. Any safeguarding concerns will be communicated in line with our Safeguarding Policies and Procedures.

**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 sent a letter by the Practice, advised of the missed appointment and a splash screen will be added to their record. 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 consider whether consistent failure to adhere to our Practice policy constitutes a breakdown between the Patient and the GP Practice (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) and a decision is taken to remove the patient from the Practice list.

**How to avoid becoming a DNA**

If you cannot attend or no longer need an appointment, please ring us in advance on 029 2061 2333 or if you have access to the NHS Wales App you can cancel the appointment online.

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.

**What we as a Practice are doing to reduce DNAs**

We are reminding the general public what our policy is and we feel that it is important to enforce it robustly.

We are currently reviewing our emergency appointments and routine appointments availability. Here is what we will endeavour to do to help you not become a DNA:-

We will always provide appointment details for Patients who make an appointment face to face at our reception desk on a written appointment slip. Our appointment slips contain our telephone number should Patients need to cancel.

If you make an appointment over the telephone, we would suggest that Patients’ record/document the date and time in a way that can be easily accessed – in a diary, on a calendar or for the more technically minded on a mobile phone. Our staff are trained to repeat all appointment details and clarify understanding with Patients at the time of making the appointment.