

Purpose

Lathom Road Medical Centre is committed to ensuring that the best possible service is provided to all patient registered with the practice.

Patient non-attendance at a booked appointment adversely impacts on practice staff and its patient in the following manner:

The 'Did Not Attend' (DNA) patient takes the appointment slot of another patient who could have attended. The effect of this is an increase in the waiting time for appointments.

The time and personnel required to follow up and rebook DNA patients diverts practice staff from other duties and is therefore a waste of resources.

Consistent application of the DNA policy by all practice staff (clinical and non-clinical) plays an important role in encouraging patients to assist is ensuring that clinics are managed as efficiently as possible.

The policy relates the handling of DNA's and outlines the expectations of patients and staff in the management of these instances.

Responsibility

It is the responsibility of Lathom Road Medical Centre to make every reasonable effort to ensure that the patient is aware of their scheduled appointment. Every effort will be made to communicate effectively with all patients including those with language, literacy and vision difficulties.

The practice will exercise discretion on a case-by-case basis to avoid disadvantaging patients in the case of genuine hardship,

It is the patient's responsibility to:

- Advice Lathom Road Medical Centre of any change to their contact details.
- Attend their arranged clinic appointment or reschedule with reasonable advanced notice.

Policy

In the event that a patient does not attend (DNA) an appointment for the first time then the following process will be undertaken:

The appointment will be recorded as a DNA and no further action will be taken.

If a patient does not attend (DNA) for two appointments within a 12 month period, they will be sent a first warning letter explaining that they did not attend their appointment and the effects it has on the practice and what will happen if DNA a third time.

If the patient DNA's a third time within a 12 month period, then a 2nd final letter will be sent stating that their name will removed from the practice list but giving them a week time slot to contact the practice manager to discuss any specific problem preventing them from cancelling appointments. **Before finally removing the patient check with GP**

**Dr Niranjan R Patel
Dr Reena N Patel
Dr Ravinder Khajuria**

Practice Nurse: Kalyani Srirangnathan

Title Calling Name Surname
Home Full Address (stacked)

Long date letter merged

Dear Title Surname,

We have noticed from our records that you failed to attend two consecutive appointments at the surgery, one of which was pre-booked to see theonat This has been recorded in your notes as DNA. Regrettably, prior to the appointment you had not made any contact with the surgery to cancel and the appointment was wasted.

We trust you will agree that by not attending a booked appointment, you are preventing us from offering the appointments to other un- well patients.

As part of improving service to patient, practice has a DNA (did not attend) Policy for missed appointments. If you miss your appointment, or cancel an appointment less than one hour before the time it has been booked for it will be counted as a DNA. Please see the enclosed explanation leaflet for you , to explain the procedure.

If you have specific problems that you wish to discuss that are preventing you from informing us when you cannot attend for an appointment, then please ring me on the above telephone number and I will try and help where we can.

If we've made a mistake, we apologise for this in advance, please contact us and we will correct this for you on our record.

Many thanks

Yours sincerely,

Lathom Road Medical Centre

Failure to attend booked Appointments @ Lathom Road Medical Centre

We aim to provide all our patients with the best possible service and to achieve this we need your cooperation. Please help us help you!

If you cannot make an appointment or do not need it please ring to cancel at least an hour before the appointment time, so it can be offered to another patient.

Appointments are often wasted as people do not attend for booked appointments or fail to cancel on time. About 300 appointments per month are being wasted which could have been used by another patient.

To prevent wasting these appointments, we have a new policy on failure to attend appointments as below.

Policy for failure to attend appointments

If the patient fails to attend a booked appointment or fails to cancel at least an hour before the appointment time, the patient will be sent another two appointments.

The third time the same patient fails to attend a booked appointment or fails to cancel at least an hour before the appointment time, the patient will be removed from the surgery's list and will have to find another doctor to register.

This policy is designed to be fair to all patients and to make sure we serve all our patient's needs.

2nd DNA LETTER

Lathom Road Medical Centre

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Tel: 020 8548 5640 Fax: 020 8552 3706

**Dr Niranjan R Patel
Dr Reena N Patel
Dr Ravinder Khajuria**

Practice Nurse: Kalyani Srirangnathan

Title Calling Name Surname
Home Full Address (stacked)

Long date letter merged

Dear Title Surname,

Further to our previous letter dated....., I have been made aware that you failed to attend another appointment on.....at.....

As explained in the leaflet I sent you with the previous letter, I have now requested that your name is removed from our practice list.

If we've made a mistake, we apologise for this in advance, please contact us and we will correct this for you on our record.

Many thanks

Yours sincerely,

Lathom Road Medical Centre