

Mickleover Surgery

Patients Who Did Not Attend 'DNA' Their Appointment Protocol

Purpose and Scope

This policy outlines how the Mickleover Surgery handles patients who miss booked appointments without notifying the practice beforehand (**Did Not Attend** or **DNA**). This policy is designed to reduce lost clinical time and establish a fair, transparent system for all registered patients. Missed appointments waste valuable clinical time.

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

Patient Responsibilities

- Timely Cancellation - Patients must cancel appointments at least 2 hours in advance if they cannot attend
- Contact Information - Patients are responsible for ensuring the practice has an accurate mobile phone number on file to receive automated SMS notifications and reminders

Practice Management Responsibilities

- First DNA – The missed appointment is coded in the patient record. The patient will receive a text message or a telephone call, plus a formal letter
- Second DNA – A formal second warning letter is issued to the patient
- Third DNA - The case is reviewed by the GP partners. If no mitigating clinical or welfare issues are found, Mickleover Surgery will initiate the formal process of removing the patient from the practice registered list and a letter will be sent to the patient

Mickleover Surgery will look at DNA's over a 12 month period.

Clinical Safety & Safeguarding Exceptions

Administrative warnings and list removals **must not** be executed blindly. A clinician must review records for the following exceptions:

- Vulnerable Patients - Children, elderly patients with cognitive decline, or adults on active safeguarding registers.
- Mental Health Concerns - Patients suffering from severe psychiatric conditions where non-attendance might signal a critical relapse.
- High-Risk Pathways - Missed appointments tied to urgent diagnostic referrals (e.g., urgent cancer paths)