

Protocol for the management of DNAs at Castlederg Group Surgery

DNAs (did not attend) have an enormous impact on the healthcare system in terms of waiting times, significantly adding to delays along the patient pathway.

We as a practice aim to:

- Proactively seek to engage with practical methods to reduce the number of appointments being missed through DNAs
- Review and achieve a positive method for managing patients who repeatedly miss their appointments

Remember – your DNA is another patient’s denied appointment

In attempt to address this problem we have agreed the following approach.

CANCELLATIONS

Patients should notify the surgery if they cannot attend an appointment giving as much notice as possible.

If you need to cancel an appointment you can do so by one of the following options:

1. Contact reception by telephone – 028 816 71211
2. Via our website www.castlederggroupsurgery.co.uk (click the appointments link)
3. E-mail reception.616@cderg.gp.n-i.nhs.uk

FAILING TO ATTEND WITHOUT PRIOR NOTIFICATION

4. A record of all DNAs will be kept. DNA – no reason given #9N42, DNA – reason given #9N41. If a patient DNAs on 2 occasions on any 3 months block without explanation they will receive a formal letter about their failure to attend, highlighting how other patients are deprived of access to the GP.
5. If they fail to attend on 2 further occasions in any 3 month period they will then be invited to attend for a more formal discussion in the practice.

Although other practices are prepared to remove patients from the list, we feel this is entirely inappropriate in a fairly isolated rural area where they have little choice of alternative GP provision. We therefore wish to educate people about appropriate use of our services and work with them in a formative way to reduce our DNA rate.

- **We will highlight the number of DNAs per month on our jayex call system**
- **Reminder right hand side of prescription to cancel an appointment if not required**

- **Reducing DNA appointments should free up appointment slots for other patients. Increased awareness may reduce the number of DNA's. Management of workload should improve**