

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Patient Did Not Attend Procedure	Doc. No.	PCS025
Scope	All staff		
Purpose	<p>‘Did Not Attend’ (DNA) is when the patient does not turn up for a pre-booked GP appointment and does not contact the surgery in advance to cancel/change appointment. Many valuable appointment slots are missed every month i.e. the patient does not turn up for the appointment and does not contact the surgery in advance to cancel/change the appointment. The effect of these are:</p> <ul style="list-style-type: none"> • 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 		
PROCEDURE		RESPONSIBILITY	
1.	<p>If a patient fails to attend a pre-booked appointment on more than one occasion in the space of 12 months, an informal warning letter (appendix 1) will be sent to the patient, advising them that a further occurrence could risk removal from the practice.</p> <p>Warning letters are valid for a period of 12 months.</p>	Practice Manager	
2.	<p>Where a patient with a chronic condition, or who is otherwise deemed to be “at risk”, fails to attend a screening or a recall appointment there is an implied duty on the practice to follow-up the reason for non-attendance to ensure that the patient’s health is not at risk.</p>	All staff	
3.	<p>The responsible clinician (usually the clinician holding the clinic) will be responsible for initiating action to contact the patient by telephone to determine the reason for the failure to attend and, where possible, re-arrange the appointment.</p>	Clinician	
4.	<p>Where a new appointment is arranged, this is to be followed up with a letter of confirmation, and, the day prior to the</p>	Reception Team	

	new appointment date, a further telephone call to the patient is to be made to check that they will attend.	
5.	The clinician will have overall responsibility for the individual patient follow-up and attendance, although the administration aspects may be delegated.	Clinician
6.	The DNA must be coded onto the clinical system at each non-attendance.	Reception Team
7.	The practice manager will be responsible for the issue of a monthly DNA clinical system report for clinician review.	Practice Manager

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Title		Patient Did Not Attend Procedure		Doc. No.	PCS025
Version		V1			
Supersedes		N/A New SOP			
Approving Managers/Committee		Head of Service			
Date Ratified		July 2019			
Department of Originator		Service Delivery			
Responsible Executive Director		Director of Service Delivery			
Responsible Manager/Support		Head of Service			
Date Issued		July 2019			
Next Review Date		July 2020			
Target Audience		All staff			
Version	Date	Control Reason		Accountable Person for this Version	
V1	July 2019	Existing guidance document transferred to PC24 SOP		Head of Service	
Reference documents		Electronic Locations		Locations for Hard Copies	
		Primary Care 24 Intranet / Corporate Policies/ Current SOPS/		Standard Operating Procedures File in the Call Centre.	
Document Status: This is a controlled document. Whilst this document may be printed, the electronic version maintained on the PC24 Intranet is the controlled copy. Any printed copies of the document are not controlled.					

Appendix 1 - First letter

Dear

I have noticed from our records that you failed to attend *[insert number]* consecutive appointments at the surgery.

This may have been an oversight on your part, but I need to bring to your attention that the practice now has a policy regarding missed appointments and I enclose an 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 I can.

Thank you for your co-operation in this matter.

Yours sincerely,

Practice Manager