

**Rose Medical Practice**  
**140 Fitzwilliam Street, Huddersfield HD1 5PU**

Title	Did Not Attend Policy
<p><b>Purpose</b></p>	<p>This protocol is to ensure that the process for managing these missed appointments is clear, fair and safe. 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> <p>DNAs;</p> <ul style="list-style-type: none"> <li>• Increase in the waiting time for appointments</li> <li>• Are a frustration for both staff and patients</li> <li>• Are a waste of resources</li> <li>• Are a potential risk to the health of the patient</li> </ul>
<p><b>Protocol</b></p>	<ul style="list-style-type: none"> <li>• If a patient fails to attend a pre-booked appointment (phone or in person) on more than two occasions in the space of 6 months, a warning letter will be sent to the patient, advising them that a further occurrence could risk removal from the practice. (Appendix A)</li> <li>• A DNA will be coded onto the system automatically when a patient misses an appointment (phone or in person).</li> <li>• Appointments attended later than 5 mins after the appointment time or cancelled less than 1 hour prior to the appointment time will also be recorded as missed appointments.</li> <li>• For a new patient check, missed or where a cancellation is received less than 24hours before the appointment time will be marked as a DNA and they may not rebook or reapply to register.</li> <li>• Where a patient is deemed as vulnerable, is a child, or has a condition which requires monitoring, there may be 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. See APPENDIX C. <i>Was Not Brought Policy applies to children – see also Safeguarding Policy</i></li> <li>• Children who repeatedly miss their Immunisation appointments will be discussed with the Health Visitor at the link meetings. <i>Was Not Brought Policy applies to children – see also Safeguarding Policy</i></li> <li>• The clinician is responsible for deciding if a non-attendance requires chasing up due to the patient's vulnerability.</li> <li>• For long term conditions review appointments missed, further recall letters will be sent.</li> <li>• Warning letters (Appendix A) are valid for a period of 12 months.</li> <li>• If the patient fails to attend another appointment, the matter will be discussed with the GP to see if the patient should be classed as vulnerable and therefore further action not appropriate. If they are not vulnerable the removal request will be sent to PCSE and a letter (Appendix B) sent to the patient informing them that they have been removed from the list with 8 days' notice.</li> <li>• The Practice Administrator is responsible for monitoring DNA trends and instigating warning letters. They will also gain approval for any prospective removals from the list with the GP.</li> <li>• DNA trend data will be collated by the Practice Administrator and presented to the practice team on a 6-monthly basis for discussion.</li> <li>• DNA numbers are reported on a monthly basis on the Practice Activity infographic put up in the waiting room, added to the website and social media each month.</li> </ul>

<p><b>Prevention Measures</b></p>	<ul style="list-style-type: none"> <li>✓ When a patient books an appointment and we have a valid mobile number and consent to text the patient receives a confirmation sms for the appointment. They also receive an sms reminder text the day before the appointment at approx. 11am. DNA sms messages are sent when the patient misses their appointment. Not having received the sms is not a valid excuse for a missed appointment as this is a courtesy reminder, patients are responsible for keeping a record of their appointments and attending them or cancelling them as required. The practice cannot guarantee this service.</li> <li>✓ We want to make it as easy as possible for patients to cancel their appointments and they can do so, via phone to reception, via SystemOnline, in writing, by fax or on the phone system where patients can leave us a message to cancel an appointment 24hrs a day 7 days a week.</li> <li>✓ Posters in the waiting room alert patients to the practices DNA rates (Appendix B)</li> <li>✓ The DNA policy is explained at New Patient Health Checks, is noted in our practice leaflet and on our website.</li> </ul>
<p><b>Responsibility</b></p>	<p>It is the responsibility of each individual to be familiar with this Protocol and their roles &amp; responsibilities under this. It is also the responsibility of the Practice Manager to ensure staff are familiar with the contents.</p>
<p><b>Review date</b></p> <p><b>Responsibility for Review</b></p>	<p>Original written May 2017, reviewed annually, due for review May 2019 Our patient group were integral in reviewing and agreeing the policy and the template letters used in May 2017. Last reviewed Aug 2025</p> <p>The Practice Manager is responsible for reviewing the Protocol.</p>

Dear <Title> <Surname>,

I am writing to you following your recent missed appointment.

Missed appointments waste the time of our clinicians that other unwell patients could have used. This practice views the habitual missing of appointments very seriously and would request that you always inform the practice before your appointment if you are unable to attend on the usual telephone number.

There is a facility to leave a message to cancel an appointment even when the surgery is closed on the usual telephone number.

Patients who miss more than three appointments with a clinician in a six-month period will be asked to register with a different practice and will be removed from our practice list. You have now missed **5** appointments in the last year.

If you continue to miss appointments, I will assume that you no longer wish to be registered with this practice and request your removal from our list with the Health Authority.

Yours sincerely  
**Ms Sally Oldbury**  
Practice Manager

## APPENDIX B

APPENDIX C