

The St James Practice
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'Did Not Attend' Policy

Rationale: Approximately 280 appointments per month are recorded as DNA (Did not attend) with the following effects on the practice:

- An increase in the waiting time for routine appointments
- A waste of resources (clinical and administrative)
- Frustration for both patients and staff

Policy: The first time a patient DNAs a pre-booked appointment the practice will send him/her a letter and a copy of the notice explaining the practice policy.

If a patient DNAs on a second occasion, the practice will send him/her a second letter which will also enclose a copy of the practice policy advising that a third DNA will result in being removed from the Practice List.

A third DNA will result in a final letter being sent to the patient advising him/her that in accordance with practice policy him/her has been removed from the Practice List and should find an alternative doctor.