

## **Practice DNA (Did Not Attend) Policy**

The Practice's DNA Policy is intended to free up more appointments and make them available for use. Patients tell us that they sometimes find it difficult to see a Doctor or Practice Nurse within 1 to 3 days for a routine appointment. One reason this can be difficult is due to patients, who fail to show up for a scheduled appointment, or who cancel late so that we cannot re-use the appointment. This problem wastes a large number of appointments.

As part of this Practice Policy, the Practice is now notifying patients by letter, who did not attend 3 appointments within the past 6 months. If a patient upon receipt of this letter fails to attend a further appointment a further letter will be sent to say you will be removed from our list. Your health care professional will also politely remind you if you have failed to attend an appointment recently. There are always circumstances that can prevent a person from attending an appointment, and we ask that you give us adequate notice (at least 24 hours beforehand) whenever this happens. Special circumstances, where due to an extreme situation, when no notice can be given, may also occur. However, even in such instances, it is a courtesy to phone Reception afterwards and explain the circumstances at the earliest opportunity.

We currently have an option on our appointments line to cancel your appointment. We also are sending appointment reminders by text message.

**Please KEEP or CANCEL your appointment.**

**Please do not DNA!**