

1.0 Objective

Approximately 1 appointment 'Did Not Attend' (DNA) - i.e. the patient did not turn up for the appointment and did not contact the surgery in advance to cancel/change appointment.

The effects of these are:

- 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

2.0 Reference/Source

- NHS Guidelines / standard contract
- FPM
- Removal Policy
- Everyone Counts: Planning guidance
- Referral for treatment consultant led waiting times DofH 2014.

3.0 Details

3.1 DNA Statistics

Pimlico Health at the Marven has analyzed the impact of DNA appointments in the last 12 months, and with a total number of appointments of 4635 being wasted by non-attendance we have taken the decision to review the policy and implement changes.

DNA Summary

1 year statistics

	Appointments	Time Mins	Time in Hours	Cost
Doctors	2278	26198	437	£ 39,297.00
Nurse	782	13866	231	£ 6,933.00
HCA	1575	20293	338	£ 5,073.25

3.2 Notifying patients of this:

- PPG
- Website
- On screen Media
- Prescription counterfoils
- Posters

3.3 Scope

If a patient fails to attend more than 3 appointments in the space of 6 months, an informal warning letter will be sent to the patient, advising them that a further occurrence could risk removal from the practice.

If the patient fails to attend another appointment, the matter will be discussed at a practice partnership meeting (with the patients GP) and a majority agreement will be reached as to whether the patient will be removed from the practice list. The partners will ensure they consider the health needs of the patient, and any alternative appointment arrangements that can be offered first prior to issuing a formal letter advising of patient removal, following the Removal Policy.

3.4 Screening Appointments

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.

The responsible clinician (usually the doctor or the nurse holding the clinic) will be responsible for initiating action by way of tasking an administrator to contact the patient by telephone to determine the reason for the failure to attend and, where possible, re-arrange the appointment, this way the DNA status can be removed without causing any additional pressure to the patient.

Where a new appointment is arranged, this is to be followed up with a letter of confirmation, and, the day prior to the new appointment date, a further telephone call to the patient is to be made to check that they will attend.

The DNA must be coded onto the clinical system at each non-attendance, in systole this happens automatically overnight, though if a patient is more than 10 minutes late for an appointment individual clinicians can override the system and DNA the patient at this point in order for them to move on to the next patient.

The deputy practice manager will be responsible for the issue of a ¼ DNA clinical system report by clinician for clinician review. The deputy practice manager will also be responsible for sending the letters to patients informing them of the DNA rates within the last 6 months.

Poster

Pimlico Health @ The Marven
 Accessible Care | Greeted Friendly | Welcomed Professionally | Treated Respectfully

Did you know our current waiting time for a pre-booked appointment is up to 3 weeks...

As patients you can help to reduce this waiting time by ensuring you cancel your appointment if you cannot attend.

Call 020 7834 6969
 Or pop in with a minimum 24 hours' notice period.

By doing so, you will free up the current 8% of appointments that are not being attended each month.

We currently provide our patients on average 5,508 appointments per month.

Letter

Dr Sheila Neogi | Dr Jonathan Munday | Dr Jeremy Tew
 46-50 Lupus Street | Pimlico | London | SW1V 3EB
 Tel: 0207 834 6969 | Fax: 0207 834 0417

Pimlico Health @ The Marven

<Today's date>
 <Patient Name>
 <Patient Address>

Dear <Patient Name>
 NHS Number: <NHS number>

We would like to remind patients that we monitor non-attendance for appointments, and notice from your records that you have not attended the Surgery for appointments on more than one occasion in the last few months.

We have various options available for patients to remember their appointments:

- a) Text confirmation of appointment
- b) Text reminder for the appointment 24 hours prior
- c) Appointment cards available in the surgery should you need it written down.

Non-attendance of appointments does not help the surgery or our patients because it adds to the ever increasing waiting time for patients to get an appointment.

We ask that you help us to help you, in that if you cannot make this appointment that we have allocated then please contact us immediately on 020 7834 6969, to reschedule an appointment at a more convenient time.

We ask that you accept this as first formal notice that as a practice we will be requesting patients find an alternative place to seek medical care, should non-attendance for appointments reaches a number that is deemed unacceptable.

Yours Sincerely,
 |
 GP Practice Partners

3.5 DNA for Referrals

Pimlico health at the Marven aims to deliver effective and reliable means of management for referrals pathways and admissions.

Unfortunately Pimlico health at the Marven has no impact on the duration of a waiting list for each referral made, nor for the efficiency of the provider of that service in which the patient was referred.

As a practice we aim to manage our referrals process in a timely manner and have a designated referral manager for this role. What is noticed is the volume of DNA appointments patients have when referred to other service providers, which not only affect their operations and service delivery with a missed appointment but the opportunity to assist the patient further in meeting their health needs.

This also impacts on general practice because the patient returns to their GP for another appointment in order for another referral to be generated, resulting in the referral manager having to revisit the process of referral again for that patient.

To ensure there is as much clarity on this as possible please see the bullet points below:

- It is a patient's responsibility to notify their GP practice of any changes in contact details (address, phone, and email) before the date of referral being made.
- Failure to do so may result in correspondence being sent to wrong address and appointment dates being missed.
- It is a patient's responsibility to contact the service provider of their referral directly should they not be able to attend an appointment, so they may re-schedule and agree an alternative date.
- Failure to do so may result in the patient receiving a DNA letter from that service provider, which is also sent to the GP. This may mean the referral process having to be started all over again at the GP practice and the overall process for the patient being prolonged.
- Our practice referral manager does NOT call to change appointment on behalf of a patient, nor does she fax appointment cancellation documents to the service provider.
- If a patient who is referred to another service does not attend DNA that service, they re-set the clock in which the other service provider has set as a time frame for their treatment plan, and this causes delays in the system for other patients awaiting appointments.
- It is the responsibility of the service provider to meet the dept. of health or their own trust timeframes/deadlines for the referral process (known as the 18 week clock), and this may vary from one hospital to another, and therefore as a practice we make no guarantees to patients regarding the time in which they will be seen by another service provider.
- However we as a practice ensure we do everything that is reasonably practicable to start the referral process as swiftly and efficiently as possible.
- As a practice we adhere to two week wait referral, for suspected cancer.
- If a patient has more = or > 3 DNA's for the same service in which they were referred (whether it is a first appointment or follow up appointment) they will receive a letter from Pimlico Health @ The Marven informing them that this may impact any further referrals being made to this service by us on behalf of the patient.