**PRACTICE POLICY ON DNAs**

**DNA = Patients who ‘did not attend’ their appointments.**

**We are trying to offer a better service to our patients but every week 30-40 appointments are wasted when patients book appointments and then fail to attend without cancelling their appointment in advance.**

**In order to improve our service to all of our patients we have been left with no other choice but to adopt a more robust policy. The summary of the policy is outlined below:**

**1st Missed Appointment: TEXT MESSAGE.** A text message will be sent immediately after you failure to attend. Please ensure that we have your up to date contact details.

**2nd Missed Appointment - Warning Letter.** The practice manager will issue you the 1st Warning Letter regarding your attendance.

**3rd Missed appointment – 2nd Formal Letter.** The practice manager will issue you a 2nd Formal Warning Letter which will be signed by all GP partners. You will also be invited to attend an informal meeting with the practice manager and named GP to ascertain the reasons for your persistent non-attendance. You **will not** be able to make advance appointments until after the meeting has taken place.

**4th Missed appointment (within a 12 month period) –** An application will be submitted to NHS England to have you removed from the list.