

DNA Policy – Patient Leaflet

This policy applies to all One Ellesmere Port Primary Care Network (PCN) Practices:

- Westminster Surgery
- Hope Farm Medical Centre
- Old Hall Surgery
- Great Sutton Medical Centre
- Whitby Health Partnership
- York Road Group Practice

What does DNA mean?

“DNA” is used to record an appointment where the patient did not attend. Each of these appointments could have been used by somebody else.

When patients do not turn up for their appointments without advising the surgery that they wish to cancel (or cancel appointments very late), the effects include:

- An increase in the waiting time for appointments
- Frustration for both staff and patients
- A waste of resources

How does One Ellesmere Port PCN respond to this?

All Practices across One Ellesmere Port PCN operate using a 3 tiered communication approach in the event of DNA appointments.

- 1) On the first occasion, a DNA will be recorded in your notes and a DNA reminder letter will be sent to you with this information leaflet. Where appropriate, a text message will also be sent.
- 2) If a second DNA occurs, you will be sent a reminder that a recurrence will result in you being invited to a meeting to discuss repeated non-attendance, and advising you that a further occurrence could risk removal from the practice list.
- 3) Failure to attend a third time will result in an invitation to a meeting to discuss missing appointments. If this is declined, or you continue to miss appointments, a decision will be taken by the partners as to whether to remove you from the practice list.

Please note:

- This policy applies to DNAs within a 12 month period.
- All of our practices work collaboratively and we are responding to DNA appointments in the same way.
- We also monitor any missed hospital appointments for children and our GPs will make contact with the child’s parents/guardians if they have any concerns about repeated missed appointments.

You can help!

If you are unable to attend an appointment, please contact your practice and cancel your appointment as soon as possible.

Please help us to protect the NHS by using our services appropriately so that we can continue to provide the best service we can to the people of Ellesmere Port.

