

Did Not Attend (DNA) Policy – Laindon Medical Group

Why This Matters

We know it can sometimes be difficult to get a routine appointment with a GP or Nurse within a preferred timeframe. Demand is often unpredictable, and missed appointments (known as *DNAs*) make this even harder to manage.

When patients miss an appointment without telling us, another patient misses the chance to be seen. Missed appointments also waste valuable NHS resources and increase costs for the Practice.

Remember: your DNA is another patient's denied appointment.

What Counts as a DNA?

A DNA is when:

- A patient does not attend their appointment, **and**
 - Has not contacted the Practice in advance to cancel, **or**
 - Cancels so late that the appointment cannot be reallocated.
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DNA Process

We keep a record of all DNAs, which is reviewed regularly. The following will apply:

1st DNA

- Recorded on the patient's clinical record.
- Patient contacted by text message reminder.
- A note added to the record for monitoring.

2nd DNA

- Patient contacted directly by the Practice via text message.
- Advised that a further DNA could put their relationship with the Practice at risk.

3rd DNA

- Case reviewed by the GP Partners/Practice Manager.
- A decision made about future booking rights (e.g. limiting pre-booked appointments to same day only).

- If repeated DNAs indicate a breakdown in the patient–Practice relationship, removal from the Practice list may be considered.

Important: We recognise that there may sometimes be exceptional reasons why a patient is unable to attend. Each case will be reviewed fairly before any action is taken.

How to Avoid a DNA

- If you cannot attend, **please let us know as soon as possible** – ideally 24 hours in advance.
 - You will receive a text reminder at time of booking, 3 days before, 2 days before, 24 hours before and on the day of your appointment. If you are not receiving reminders, please check that we have your correct mobile number.
 - If you forget an appointment, please contact us promptly to explain – this will help us manage your record fairly.
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How to Cancel

- **By phone:** Text our cancellation line on 07840208638
 - **Online:** Send us an Accurx message via this link [Contact us about your request - Accurx Patient Portal](#)
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Benefits of Reducing DNAs

By cutting down on missed appointments, we can:

- Improve access for all patients.
 - Enhance the efficiency of clinical sessions.
 - Reduce costs and wasted time.
 - Provide a more responsive and effective service.
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This policy will be applied consistently but fairly. Any DNA-related correspondence remains valid for 12 months and is stored in the patient's health record.