

Queen's Crescent Surgery

Practice Policy

Did Not Attend Policy

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Name of author	Mathew Pay, Practice Manager
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1. Introduction

There are approximately 120 appointments a month where a patient Did Not Attend (DNA) their pre-booked appointment with a clinician at Queen's Crescent Surgery and failed to cancel/change their appointment.

During 2013-14, 1,350 appointments were missed, this equates to approximately:

- 225 hours a year
- 20 hours per month
- 60 minutes a day.

The consequence of this wasted time is:

- 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 our patients.

2. Notifying the Surgery

Upon realising a patient is unable to attend their pre-booked appointment with a clinician, the patient must inform the surgery at their earliest convenience via one of the following methods:

Telephone: 0141 332 3526
0141 332 1647

Website: www.queenscrescentsurgery.co.uk

In person: Queen's Crescent Surgery, 10 Queen's Crescent, Glasgow, G4 9BL

3. Notice period

The patient should notify the Surgery as early as practicable, ideally at least 48 hours ahead of their appointment. However, it is understood that this is not always possible, therefore patients will not be penalised should a cancellation be made 1 hour ahead of their scheduled appointment.

4. Reporting

Reports shall be produced periodically listing the patients who failed to cancel / change their scheduled appointment, leading to Did Not Attend status.

5. Informal warning

Should a patient not attend an arranged appointment twice within a twelve month period, an informal warning letter shall be issued by the administration team. This informal warning will highlight the importance of notifying the Surgery about any cancellations / changes needed to their appointment.

6. Formal warning

If a patient fails to attend a further appointment within a twelve month period of receiving an informal warning, then the Deputy Practice Manager will write to the patient issuing a formal warning. The formal warning will further advise the patient of the importance of changing / cancelling their pre-booked appointment with one of the surgery's clinicians. The formal warning will also include awareness of the next stage of the process, should a further 'Did Not Attend' occur.

7. Final Warning

If a patient fails to attend a further appointment within a twelve month period of receiving a formal warning, then the Practice Manager will write to the patient issuing a final warning. The final warning will further advise the patient of the importance of changing / cancelling their pre-booked appointment with one of the surgery's clinicians. The final warning will also include awareness of the next stage of the process, should a further 'Did Not Attend' occur.

8. Removal from the Surgery

Should a further missed appointment occur within twelve months of receiving a final warning, the patient's registration with the Surgery will be discussed at a multidisciplinary meeting with a view to permanently removing them from the Surgery's register.

Confirmation of removal from Queen's Crescent Surgery will be sent to the former patient along with guidance regarding registering with a new General Practitioner.