

# Did Not Attend (DNA) Policy

---

Patients that do not keep appointments and do not cancel them cost the NHS millions of pounds, they also waste the doctors and nurses time and deprive other patients of valuable appointments and clinician time.

We accept that people can forget appointments and where possible we will try to remind patients via text message that they have an appointment scheduled. However, patients who DNA three times in fairly close proximity will receive a telephone call. This will consist of a member of staff first ensuring that the patient is ok and ask them if there was a reason for the DNA's and will ask them if we can book a further appointment.

Patients that continue to DNA without contacting the Practice may be removed from the Practice list. Should this occur, a discussion will take place with the 'usual GP' and a decision will be taken on a case by case basis.

If the decision results in removal;

NHS England Surrey and Sussex Area Team will be informed of the request to remove the patient from our list.

A letter will be sent to the patient informing them of this decision