

IMPORTANT NOTICE!!!

286 appointments LAST month DECEMBER 2023 WERE 'Did Not Attend'

(DNA), i.e. the patient does not turn up for their appointment and does not contact the surgery in advance to cancel/change appointment. The effect of this is:

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

DUE TO AN INCREASE IN THE NUMBER OF WASTED APPOINTMENTS THROUGH PATIENT'S FAILING TO ATTEND WITHOUT INFORMING THE SURGERY.

IT HAS BECOME NECESSARY TO IMPLEMENT THE FOLLOWING POLICY:

IF YOU REPEATEDLY FAIL TO ATTEND APPOINTMENTS, YOU MAY BE REMOVED FROM THIS PRACTICE LIST AND WILL HAVE TO FIND AN ALTERNATIVE DOCTOR.

IF YOU CANNOT ATTEND YOUR APPOINTMENTS FOR ANY REASON, PLEASE LET US KNOW AS SOON AS POSSIBLE, WE CAN THEN OFFER THE APPOINTMENT TO SOMEONE ELSE THAT NEEDS IT.

Policy:

If a patient fails to attend a pre-booked appointment a 1st DNA letter/text will be sent to the patient, advising them that a further occurrence could risk removal from the Practice.

If the patient fails to attend another (2nd) appointment within a six-month period of the 1st DNA, a 2nd DNA letter/text will be sent to the

patient advising them that a further occurrence could risk removal from the Practice.

If the patient fails to attend another (3rd) appointment within a six-month period, the matter will be discussed at the Partners monthly meeting where a decision will be taken as to whether the patient will be removed from our patient list.

A 3rd DNA letter will be sent to the patient advising them of the outcome of the partners meeting and the decision may be taken to whether remove the patient from our list of patients.

New Patients

All newly registered patients must attend a new patient medical with the practice nurse. If the patient DNAs this appointment, no appointment will be made with a GP until the medical is completed.

Warning letters are valid for a period of 12 months. Removal based on warnings greater than 12 months old will be invalid – in this case a further formal warning and period of grace will be required.

THANK YOU FOR YOUR CO-OPERATION!