

Preference, of course, is for the Practice to know in advance so we can offer the appointment(s) to other Patients in need

Should you need to cancel, here's how....

By Telephone : 0191 2755740—You can speak to the team or use the cancellation option

On Line—apply for on-line access and you can manage your appointments easily and quickly

By signing up for text reminders and then texting us to cancel

**Thornfield Medical
Group
Molineux Street NHS
Centre
Byker
NE6 1SG**

Thornfield Medical Group

**Patient Information Leaf-
let**

**Did Not Attend Policy
(DNA)**

Telephone 0191 2755740

Sometimes it can be difficult to get a routine appointment with a GP or Nurse. In the course of events where demand is unpredictable, that cannot easily be remedied. One thing that makes this issue more difficult to overcome is the problem of missed routine appointments – DNAs.

Where Patients have been declined routine appointments because the consultations are fully booked, it is frustrating when one of those booked appointments does not turn up and has not contacted the Practice to cancel the appointment and offer it to another patient.

In January 2017 we had 536 DNAs - with a GP, Health Care Assistants or Nurses. In some cases, double appointments were wasted.

The cost in time and money is a burden to the National Health Service generally and the Practice cannot sustain this.

Please remember that your DNA is other Patient's denied appointment.

We have implemented a new DNA policy and the following actions will take place from 16 March 2017:

DNA 1

Where this is the first occasion, a code will be added to the Patient's medical record and the DNA counted in a weekly search. A letter or text will be sent regarding this DNA to warn the patient that their DNA history is being monitored.

DNA 2

When there is a second DNA, the Patient will be contacted by the Practice by letter, advised of the second missed appointment and again a note will be added to their record. The letter will advise this is their second DNA and if there is re-occurrence of a DNA, then the patient will be advised their registration with the practice will be reviewed. The patient will also be warned that a further DNA could compromise their relationship with the Practice. The patient will be invited to contact the Business or Practice Manager if they feel there were extenuating circumstances which caused their DNA. Cases which involve vulnerable patients will be reviewed separately.

DNA 3

Where a third DNA has occurred, the Business / Practice Manager will review the patient record to ensure the patient is not vulnerable. If there are concerns regarding the status of the patient, the partners will be consulted. If no special circumstances are to be considered then the patient will be contacted by the Business or Practice Manager via a letter and advised there has been a breakdown in the doctor/patient relationship. This means the patient is required to register at another surgery. NHS England will be advised of the breakdown in the relationship.

HOW TO AVOID BECOMING A DNA

If you cannot attend or no longer need an appointment, please ring us in advance.

Mistakes do happen and the Practice understands that appointments can be forgotten about or overlooked. In such cases, the Practice will take into account the reason given by Patients.