**DON VALLEY HEALTHCARE DNA POLICY**

***Purpose***

The DNA policy purpose is to reduce the number of appointments being missed by patients registered within the practice, through failing to attend with no explanation for non-attendance.

***Policy for missed appointments within the practice***

*If two appointments are missed in a row or;*

*three appointments missed in a year;*

*Attempted verbal contact;*

*The patient may be asked to register at another Practice.*

For **All** **children** that have DNA’d, the clinician who is seeing the child should try to ring, contact parents/guardian of the child and document the reason using “child not brought to surgery “. If unable to contact, then a task should be sent to the reception team to try and contact. After 3 attempts reception will then task back to requesting clinician, unable to contact.

If the child is subject to safeguarding, then social services are notified.

For **All Adults** that have DNA’d, when a patient misses an appointment at the Surgery the Reception team generate and send a DNA letter. The DNA letter advises the patient of the DNA Policy as stated above. The letter asks the patient to contact the practice if this information is incorrect.

After the 2nd/3rd letter is sent as per above guidelines, the reception staff notify the APM by task that the final letter has been sent.

The APM then sends a letter advising the patient to contact them within 10? days of the date of the letter. If the patient does not make contact during this time, the APM attempts to contact the patient via telephone. If contact is not made the APM is instructed to remove the patient from the list.

If the patient does make contact within the ?10 days, they are given a warning by the Assistant Practice Manager that if they miss any future appointments,

they may be asked to leave the list. An alert is added to their computer record and the conversation is also documented in a consultation.

If the patient does not make contact within the 10 days, a removal letter is sent to the patient informing them that they have not contacted the surgery and will now be removed.

A form in Practice Documents called PSCE Removal form must be completed within the patient record and emailed to pcse.patientremovals.nhs.net.

If the missed appointments relate to a child, the same procedure is followed but at the point of removal – all family members are removed from the list.

***Paediatric DNA’s for baby vaccinations and chronic disease reviews***

When a child fails to attend for a baby immunisation or a Chronic Disease review appointment the Practice Nurse will take responsibility for trying to contact the parents to re-book the appointment. The Practice Nurse will endeavour to locate the child to ensure a further appointment is made. If **No** contact is made before the end of the clinic the Practice Nurse will document “child not brought to surgery” and then send a task to the reception team to follow the below investigations in order to make contact with the parents.

***Missed hospital appointments for a child or a Two Week Wait referral***

Missed hospital appointments are identified when the letter is received in practice. After the admin team have coded the letter, a task will be sent to the reception team who will endeavour to make contact with the patient/parents to establish the reason for the non-attendance. If a further appointment is not required, the reason for this must be shared with the referring GP. If a further appointment is requested by the patient/parents, the reception team will pass this information to the admin team who will make this referral.

The procedure for locating the patient/child’s whereabouts will include:

* Telephone contact – this attempt will be recorded in the patients’ medical record, “failed encounter ” if no contact is made reception staff will
* Text parent/guardian ( if consent given) **and** send a letter to the home address – this attempt will be recorded in the patients’ medical records, again under “failed encounter”.

Should none of the above prove successful, one week following the sending of the letter, the following investigations should be carried out by the reception team who will take responsibility for completing the list below:

* Check to see if the patient/any family members have appointments arranged to attend the surgery.
* Check correspondence within the medical records to identify if there has been a change of address or changes to circumstances.

Should no contact be made with the patient/parents the reception team will add an alert to the medical record asking for information to be checked when the patient next presents at the practice. If the patient is a child an alert is added to the parents’ medical records too.

To be reviewed annually by the Assistant Practice Manager