

TRUST WIDE POLICY

DID NOT ATTEND POLICY

DOCUMENT REF: PTWZDNAP
(Version No. 2.2)

Name and designation of policy author(s)	Linda Greenstreet - Assistant Service Manager
Approved by (committee, group, manager)	Sue Fox - Head of Administrative Services
Approving signature	Electronic approval received
Date approved	19 th October 2020
Review date	October 2022
Review type (annual, three yearly)	Two Yearly
Target audience	All Trust staff who are responsible for appointments
Links to other strategies, policies, procedures	N/A
Protective Marking Classification	Public
This document replaces...	2.1

Consultation:

	Authorised by	Date Authorised	Comments
Impact Assessment	Dee-Anne Bentley – Document Control Manager & FOI Lead	29 th September 2015	Low impact. No requirement for full assessment.
Fraud Assessment	N/A	N/A	N/A

Circulation/Dissemination:

Date added into Q-Pulse	23 rd October 2020
Date notice posted in the Team Brief	23 rd October 2020
Date document posted on the intranet	23 rd October 2020

Version History:

Date	Version	Author name and designation	Summary of main changes
09.07.2015	1.0	Sue Eagle	Update definition of DNA. First formal version document controlled.
22.09.17	1.1	Lyndsey Booth, Administrative Services Lead	Update section 4 to include action by Clinic Receptionists to update outcome of appointment on clinical systems. Update section 7 to include reference to actions taken by Diagnostic Imaging Department
27.08.19	2.0	Sue Fox, Head of Administrative Services	Updated to include daily report of DNA's, update to responsibilities
07.08.20	2.1	Linda Greenstreet, Assistant Service Manager	Review to version 2.0, minor updates to letter template and process, removing letter to patient
19.10.20	2.2	Linda Greenstreet, Assistant Service Manager	Update to the process surrounding in patient.

TABLE OF CONTENTS

1.0	Introduction	4
2.0	Purpose.....	4
3.0	Scope.....	4
4.0	Responsibilities	4
5.0	Laws & Regulations	5
6.0	Definitions	5
7.0	Main Body of Policy.....	5
8.0	Training.....	6
9.0	Audit.....	7
10.0	References	7
11.0	Appendices.....	7
	Appendix 1 - DNA letter to GP.....	8

Issue Date: 23 rd October 2020	Page 3 of 8	Filename: PTWZDNAP	Issue No: 2.2
Author: Linda Greenstreet	Authorised by: Sue Fox		Copy No:

1.0 Introduction

This document sets out the general guidelines for the process of dealing with patients who fail to attend their planned clinic appointment.

2.0 Purpose

It is vital that the NHS ensures good value for money at all times without compromise to the safe-keeping of patient care. The administration of patient appointments must be clearly governed so that there is no unnecessary waste of resources which may be available to others, whilst also ensuring that patients do not get 'lost to follow up'. This procedure intends to identify the roles, responsibilities and actions of CCC staff involved in the documentation and actions arising from a patient who does not attend their appointment (DNA).

3.0 Scope

This policy is concerned with CCC patient appointments only and does not cover those direct access requests for MRI diagnostic imaging. It applies to all clinic appointments that are recorded either on a Trust's electronic patient record, Radiology Information System or manually through the use of diaries, etc. This covers all consultations, treatments and diagnostic sessions held and attended by CCC clinicians. For high cost/long session appointments where there has been one previous DNA, i.e. nuclear medicine appointments requiring isotope material, a partial booking system may be in place to avoid excessive waste.

4.0 Responsibilities

Medical Secretaries/Patient Services Officers will ensure that the patient's clinical notes have a record that the patient did not attend clinic and, where appropriate, generate the relevant DNA letters to the patient and GP/referrer.

Patient Services Team Leaders will monitor the daily DNA report and ensure that it is sent to the correct Medical Secretary to take the appropriate actions.

Issue Date: 23 rd October 2020	Page 4 of 8	Filename: PTWZDNAP	Issue No: 2.2
Author: Linda Greenstreet	Authorised by: Sue Fox		Copy No:

Patient Services Clerks/Patient Services Officers are responsible for updating clinical information systems with the correct outcome of the patient’s appointment.

Patient Services Officers are responsible for ensuring that the notes (where used) are returned to the secretary and/or that the clinic list and system record (where appropriate) is annotated to show where a DNA has occurred.

5.0 Laws & Regulations

Data Protection Act 2018

6.0 Definitions

DNA – Did Not Attend. A patient can cancel right up to the time of their appointment and it only becomes a Did Not Attend if they don’t physically attend at the time of their appointment.

Partial Booked Appointment – an appointment which has been created following an invitation to the patient to make contact where the parties negotiate a mutually convenient appointment.

7.0 Main Body of Policy

When a patient fails to attend an appointment, this will be reported via the automated daily DNA report sent to the generic email account;

ccf-tr.medicalrecordsappts@nhs.net

This mailbox is monitored by the Patient Services Team Leaders who will ensure that the contents of the report are sent to the appropriate Medical Secretary for action. If the clinician has not made an annotation in the patient’s electronic patient record of the DNA, the secretary must record the date of the clinic and the fact the patient failed to attend, i.e. DNA by completing an annotation on an electronic history sheet. A record of the DNA should also have been made by the clinic

Issue Date: 23 rd October 2020	Page 5 of 8	Filename: PTWZDNAP	Issue No: 2.2
Author: Linda Greenstreet	Authorised by: Sue Fox		Copy No:

reception staff by using the correct outcome 'DNA' when disposing of the clinic. This disposal code will generate the patient's DNA being included on the daily DNA report.

On the first DNA, the Medical Secretary/Appointments Officer will check the patient's address details are correct via the NHS spine and also that the patient is alive. They will also look on Meditech to see if the patient is/has been an inpatient at the time of the DNA. If this is the case no DNA letter to be sent and check with consultant to see if/when follow up appointment is required. Once these details have been verified, a repeat appointment should be sent to the patient at the next free appointment for that clinic/scan list.

If the patient fails to attend for a second time the Secretary/Appointments Officer will make the same checks on the NHS spine.

- If there has been an address change, a further appointment will be sent to the new address.
- If there are no changes, the secretary will generate a letter to the GP/referrer to advise that no further appointments will be sent unless the GP/referrer contacts the Trust/department (agreed standard template attached)

Consultants should review the notes for patients who DNA to ensure that the standard policy is appropriate in each instance. If there are clinical reasons why an alternative approach is required this should be communicated to the Consultants' Medical Secretary directly and the requested action taken.

8.0 Training

These instructions will form part of the training schedules held for responsible roles within those department who deal with appointments.

Issue Date: 23 rd October 2020	Page 6 of 8	Filename: PTWZDNAP	Issue No: 2.2
Author: Linda Greenstreet	Authorised by: Sue Fox		Copy No:

9.0 Audit

An audit of patients who did not attend is carried out within the Trust on a six monthly basis. There is also an automated report which will be run regularly to show that a letter has been sent following a DNA.

10.0 References

Disposal of Clinics Standard Operating Procedure

11.0 Appendices

Issue Date: 23 rd October 2020	Page 7 of 8	Filename: PTWZDNAP	Issue No: 2.2
Author: Linda Greenstreet	Authorised by: Sue Fox		Copy No:

Appendix 1 - DNA letter to GP



CCC Reference
Ref Hospital No
Date typed
Clinic
Clinic date

Clatterbridge Road
Bebington
Wirral
Merseyside
CH63 4JY

GP Name
GP Address
Address line 1
Address line 2
Address line 3
Address line 4
Post Code

Dear Dr X

**Re: Name of Patient DoB
Address and postcode
CCC Hospital Number xxxxxxxx NHS Number xxx xxx xxx**

Your patient *First name and second name of patient* has failed to attend an appointment with (CCC Dr) at (clinic).

A further outpatient appointment has not currently been arranged.

Please advise if any further assistance with your patient's care is required.

Yours sincerely

Dr X
Title

Issue Date: 23 rd October 2020	Page 8 of 8	Filename: PTWZDNAP	Issue No: 2.2
Author: Linda Greenstreet	Authorised by: Sue Fox		Copy No: