

DNA POLICY

The first time a patient fails to attend an appointment, we will send a DNA (did not attend) letter reminding them that in future they must cancel appointments if they are unable to attend.

After a subsequent failure to attend within a six month period, a further letter will be sent advising that if the patient continues to miss appointments, they will be invited to discuss this further with the Practice Manager and a GP.

If a patient continues to miss appointments there may be no other option but to remove them from the Practice and request that they register with another Practice as this could constitute a breakdown in the professional relationship.

To avoid being sent a DNA letter, please ensure that you cancel your appointment at least one hour before the scheduled appointment time. Anything cancelled after this time, will count as a DNA and a letter will be sent.