**Policy for Management of Late attendees and “Did not Attend” (DNA) patients to booked clinic appointments**

**June 2019**

**For the attention of**

All reception staff at all sites

All Clinical staff at all sites

For this document the acronym “DNA” stands for “Did not Attend” and applies to patients who did not attend their booked appointment. It does not apply to patients who cancelled their appointment in advance of the booked time either in person or via telephone or email contact.

1. Patients arriving more than 10 minutes late to their booked appointment time should be told that as they have arrived late they may not be seen that day as planned. The clinician that was due to see them should then be asked by the member of reception staff if they are able to see the patient that day and if not, a new appointment should be booked for the patient.
2. This policy will be clearly communicated to patients via posters in clinic, our clinic website and on our twitter and facebook accounts.
3. Patients will be sent 2 reminder text messages. The first will be at 10 days and the second at 3 days before their booked appointment. This text message will include the text “if you arrive more than 10 minutes after your booked appointment time then you may not be seen and you may be asked to rebook your appointment”.
4. Clinicians have responsibility for following up patients who DNA their booked appointments. This may require contacting the patient to rearrange their appointment. The level of follow up required will depend on the clinical assessment of the clinician who was due to see the patient.
5. This policy will be reviewed at annual intervals at a staff management meeting. Next date for review will be June 2020.