

DID NOT ATTEND POLICY

INTRODUCTION

The purpose of this Policy is to ensure that Heart Networks UK Ltd ("The organisation") meets the expectations and requirements of the Care Quality Commission by ensuring a patient centred approach.

EQUALITY ANALYSIS

Heart Networks UK Limited is committed to promoting equality, diversity and human rights in all areas of its activities.

Heart Networks UK Limited undertakes equality analysis to ensure that its activities do not discriminate on the grounds of religion or belief, age, disability, race or ethnicity, sex or gender, sexual orientation, human rights and socio-economic status.

An equality analysis of the Did Not Attend policy has been undertaken.

PURPOSE

The purpose of this Policy is to ensure that Heart Networks UK Limited ("The organisation") has a DNA policy which is agreed as an organisation and patients are made aware of the policy and the reason for implementing. Whilst it is important to be consistent, there will be exceptions on an individual case-by-case basis.

Patients not turning up for their appointment and not contacting the organisation in advance to cancel/change the appointment has the following effects:

- An increase in the waiting time for appointments
- Frustration for both staff and patients
- A waste of resources
- A potential risk to the health of the patient

PRACTICAL IMPLICATIONS

Patients are encouraged to attend their appointment. The patient will receive a letter confirming their appointment from the Integrated Care Gateway. The organisation's procedure is that all patients get a reminder either via telephone or text.

In the event that they are unable to attend or do not notify that they are unable to attend, correspondence is issued to the General Practitioner and patient. The patient is encouraged to contact the service directly within a two week period and the service will appoint the patient at the next available slot.

In this way, we have preserved resources for the General Practitioner and encourage the patient to attend for further appointment for their symptoms.

Version	Date Published	Review Status	Review Due	
7	November 2017	June 2024	June 2027	Did Not Attend Policy

DISCHARGE FROM THE SERVICE DUE TO DNA PROTOCOL

This protocol sets out the procedure to follow when a patient does not attend (DNA) a pre-booked appointment and the reasons for implementing. A DNA occurs when an appointment is not attended and the patient has not contacted Heart Networks UK Limited (The Organisation) in advance to cancel it or where the cancellation is so late as to make it impossible to allocate that time to another patient who needs treatment. Whilst it is important to be consistent, there will be exceptions on an individual case-by-case basis.

The following effects occur when the patient does not contact Heart Networks in advance to cancel/change the appointment.

- An increase in the waiting time for appointments
- Frustration for both staff and patients
- A waste of resources
- A potential risk to the health of the patient

Patients have a duty to attend pre-booked appointments. We understand, however, that sometimes factors are outside of patients' control and this could result in patients not being able to attend their appointment. We ask that if patients know that they are going to be unable to attend their appointment, they make contact with us as soon as possible by calling **0161 749 4755**. We can then rearrange their appointment and offer the appointment to another patient.

If a patient fails to attend a pre-booked appointment and subsequently contacts the service to rearrange, the patient will be discharged from the service on the next occurrence of non-attendance (second DNA). Correspondence will be issued to the General Practitioner and patient.

If the patient wishes to attend an appointment after being discharged from the service, they are able to re-book with the Integrated Care Gateway within 90 days.

The Organisation's patient leaflet and website www.heartnetworks.org incorporate a section advising patients what the protocol is if they fail to attend their appointment.

Version	Date Published	Review Status	Review Due	Did Not Attend Policy
7	November 2017	June 2024	June 2027	