



DNA REGISTER

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Working in partnership with the Patient Participation Group

What is the DNA register?

Every month, appointments are wasted because people book them but then fail to attend without cancelling. This means they are not available for anyone else to use, leading to longer waits to have a consultation with a GP, our practice nurse, our healthcare assistant or our clinical pharmacist.

We are working in partnership with our patient participation representatives to stop this wastage of appointments. We have introduced a DNA [Did Not Attend] register for patients who did not attend a surgery appointment or who were not available to take a telephone appointment that was scheduled for them, on at least 2 occasions in the last 12 months.

What if I am on the DNA register?

If you are on the DNA register, you will be notified by the practice as we will write to you to tell you. You can still book appointments in the usual way but **MUST** either CANCEL or CONFIRM IN ADVANCE that you will be attending [or will be able to take a telephone call back]. The same rule applies for ALL appointment types, even if they were booked by a GP or the nurse.



If you do not confirm, the appointment will be cancelled and made available for another patient. If you then come in for your appointment, you will not be seen, but will be asked to rebook for another time.

What we will do:

When you book an appointment, we will remind you of the need to confirm your attendance before you come to surgery. You must confirm by 4.30pm on the previous working day. REMEMBER, the previous working day could be before a weekend or Bank Holiday!!

What you need to do:

If you know in advance that you will not be able to attend or no longer need your appointment, please CANCEL IT so we can make it available for another patient. CONFIRM or CANCEL in person at reception or by telephoning us on 01530 838866. You will need to state your name, date of birth, date & time of appointment and who it is with when you call.

How long will I be on the DNA register?

You will remain on the DNA register until you have completed 12 MONTHS of full attendance. The cost to the taxpayer for each wasted appointment is £36. The average yearly cost to the NHS nationally is in excess of £216million.



If you fail to attend for an appointment after you have confirmed your attendance, you will be removed from the practice list and will need to seek registration with an alternative practice.