

ST GEORGES SURGERY

Did Not Attend (DNA) Policy

Practice Policy on Missed Appointments

St Georges Surgery agrees that:

- Each appointment is a valuable opportunity for our patients.
- Pressure on appointment times shows that there is a need for every single appointment we have available.
- Doctors and Nurses appreciate that there are times when it is necessary to cancel appointments.
- Reception staff are always willing to help rearrange cancelled appointments. See or ask for our information about MY HEALTH ON LINE (MHOL).

St Georges Surgery staff will endeavour to:

- Make best use of appointment for each and every patient.
- Provide a helpful booking service via the Reception Signpost Service

St Georges Surgery expects our Patients to:

- Be courteous to staff booking appointments.
- Attend the appointment on time.
- Contact the Surgery to cancel if they cannot attend.
- Contact the Surgery if they no longer need to attend.

St Georges Surgery, on NHS Wales advice, will:

- **Monitor those patients who do not attend their appointment.**
- **Remind patients, by letter and verbally, that 3 missed appointments can lead to removal from the Practice List.**
- **Remove persistent offenders from the practice list where necessary, to ensure fairness for all patients.**