



DNA (DID NOT ATTEND) POLICY

Policy Number	
Date Ratified	Apr 2025
Review Date	Every 2 years
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Amendment No.	Comments	Completed By	Date
Ver 1.0			Apr 2025
Ver 1.1			Oct 2025

Purpose

This policy outlines the approach Jajawi & Asker Ltd. ('Dr J & Colleagues') takes in managing missed appointments (Did Not Attend - DNA) to ensure fair and efficient use of clinical time and NHS resources, in line with our service commitments and funding arrangements with NHS Integrated Care Boards (ICBs).

Scope

This policy applies to all patients referred to our service under both NHS contracts and Right to Choose arrangements.

Policy Statement

All patients are expected to attend their confirmed appointments. If a patient is unable to attend, they are required to inform the service at the earliest opportunity to allow the appointment slot to be offered to another patient.

We understand that occasionally circumstances arise that are outside a patient's control. However, repeated missed appointments without prior notice impact service delivery and place financial strain on the organisation.



Procedure for Missed Appointments – NHS Funded Patients

First Appointment Non-Attendance

- If a patient misses their appointment without providing 72-hour prior notice, this will be recorded as a DNA (Did Not Attend).

Second Appointment Non-Attendance

- If the patient fails to attend a second consecutive appointment, this will constitute a second DNA and the patient will be **discharged** from our service.
- A discharge letter will be sent to both the patient and their GP informing them of the discharge and the reasons for it. Patients may be re-referred back to us by their GP and rejoin the waiting list.

Procedure for Missed Appointments – Private Funded Patients

First Appointment Non-Attendance

- If a patient misses their appointment without providing 72-hour prior notice, this will be recorded as a DNA (Did Not Attend) and full payment will apply.

Second Appointment Non-Attendance

- If the patient fails to attend a second consecutive appointment, this will constitute a second DNA and the patient will be **discharged** from our service and full payment will apply.
- A discharge letter will be sent to both the patient and their GP informing them of the discharge and the reasons for it. Patients can self-refer back to us.

Rationale

- Clinical time is a valuable and limited resource. Missed appointments represent lost opportunities for other patients needing care.
- Our clinicians must be paid for their time allocated to all appointments, attended or not.
- NHS Integrated Care Boards (ICBs) will no longer fund missed appointments, in accordance with commissioning arrangements.



Exceptions

- In exceptional circumstances (e.g., emergency hospital admission, bereavement), the service may exercise discretion and offer further appointments.
- Each case will be reviewed individually by the Clinical Lead.

Monitoring

- DNA rates will be monitored regularly.
- Persistent DNA patterns may be reviewed at service level for quality improvement purposes.

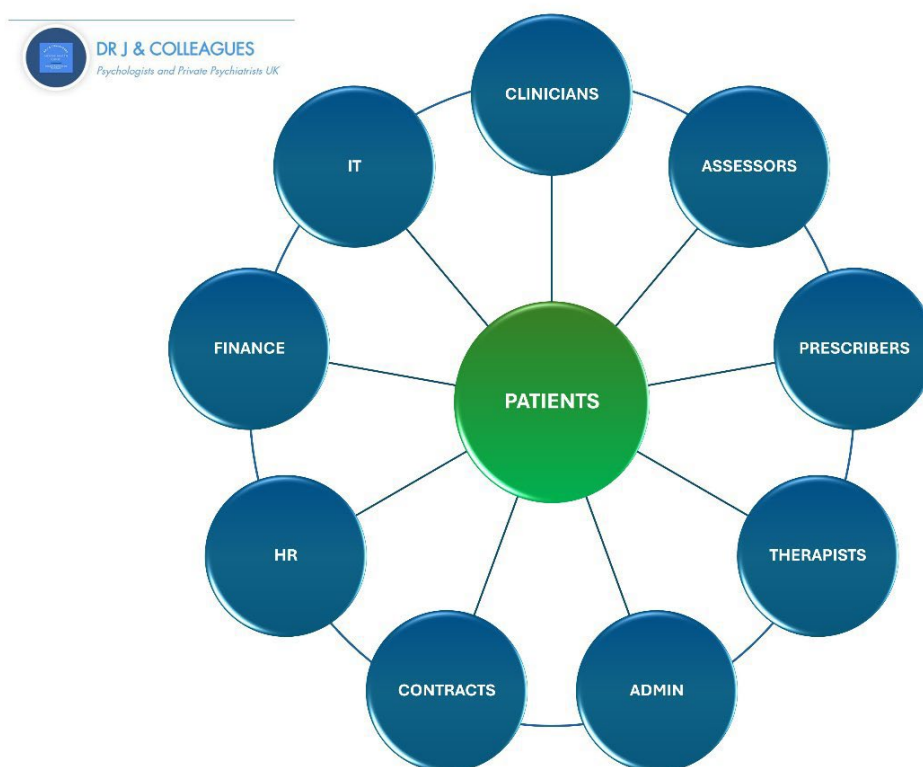
Related Policies

- Referral Policy
- Risk Assessment and Management Policy



Patient Centric Model

Dr J & Colleagues operates a Patient-Centric Model, placing the patient's interests at the core of our service delivery:



This focus and commitment to the model enable us to consistently provide the highest standards of care, ensuring optimal service outcomes and patient satisfaction.