🚫 MISSED YOUR APPOINTMENT? 🚫

(DNA POLICY)

Please Help Us Keep Appointments Available for Everyone

When a patient does not attend a face-to-face appointment and does not cancel in advance, this is called a DNA – Did Not Attend.

❗ **Missed appointments mean another patient loses the chance to be seen** ❗

HOW OUR DNA POLICY WORKS

We review missed appointments over a 12-month period from your FIRST missed appointment.

1st Missed Appointment

- You will receive a reminder about our policy.
- Your 12-month monitoring period starts from this date.

2nd Missed Appointment (Within 12 months of your first DNA)

- You will receive a final warning text.
- This will clearly state the date your 12-month period ends.

3rd Missed Appointment (Within the same 12-month period)

- Your registration is reviewed and you will be deregistered.

⏳ IMPORTANT ⏳

If 12 months pass from your first missed appointment, the count resets and any new missed appointment start a new 12-month period.

💡 HOW TO AVOID A DNA 💡

✓ Cancel as soon as possible if you cannot attend

✓ Give as much notice as you can

✓ Use phone cancellation line

✓ Call the practice during opening hours

♡ We're Here to Help ♡

If you are having difficulty attending appointments, please speak to a member of our team.

We understand that emergencies happen — communication is key.