

WINDSOR MEDICAL PRACTICE

Did Not Attend (DNA) Policy

At Windsor Medical Practice Limited, we aim to provide timely appointments for all patients. Missed appointments reduce availability, increase waiting times, and waste valuable clinical time.

What is a DNA?

A Did Not Attend (DNA) occurs when a patient:

- Does not attend a booked appointment, and
- Has not contacted us in advance to cancel or rearrange

For telephone appointments, if we are unable to reach you after three attempts, this may also be recorded as a DNA.

Why this matters

Every missed appointment prevents another patient from being seen and may also impact your own health if care is delayed.

If you cannot attend

Please contact the practice as soon as possible so your appointment can be offered to someone else.

Missed appointments

If you miss an appointment, it will be recorded on your record and we may contact you to check on you and help you rebook. If further appointments are missed within a 12-month period, we will write to you to remind you of the importance of attending or cancelling in advance.

Where three appointments are missed within a 12-month period without notice, a £30 non-attendance fee may be applied and your use of appointments may be reviewed.

Late arrivals

Patients arriving more than 10 minutes late may not be seen and this may be recorded as a DNA.

Children's appointments

If a child is not brought to an appointment, this will be recorded and may be followed up with the parent or carer.

Exceptional circumstances

We understand that there may be genuine reasons for missing an appointment. In these cases, charges or actions may be reviewed.