DNA (DID NOT ATTEND) Policy

At the practice we have a strict three DNA policy were if you DNA three appointments we will write to you and advise you that you have DNA'd three appointments and issue you with a warning stating if you DNA one more appointment you will be removed from the Practice List without any other warnings.

We make all efforts on our side to remind you of your appointment. You will receive a reminder text to the number you have provided us the week before your appointment and then again, the day before your appointment.

We appreciate that in some cases it is out of your control to DNA an appointment. Once you have DNA'd an appointment, we send a text message to advise that you have not attended an appointment. This allows you the opportunity to contact the surgery to explain the reason for the DNA.