



# STB 46 PATIENTS WHO DO NOT ATTEND (DNA)

**NAME:** \_\_\_\_\_ (PLEASE PRINT CLEARLY)

**DATE OF BRIEFING:** \_\_\_\_\_

**BRIEFED BY:** \_\_\_\_\_

## STB 46: Patients Who Do Not Attend (DNA)

The purpose of this Service-Training Brief is to assist us in the service we provide to our customers.

The Training Team/Co-ordinator is responsible for delivering this brief to staff. Please sign the front page of the brief, this will then be kept in your training file and the information recorded on Badger systems. The brief content pages may be kept for reference as required.

The information contained in this brief supersedes all previous communications, manuals or procedures.

<b>STB 46 – Patients Who Do Not Attend (DNA)</b>	<b>Signed</b>
I have received a face to face briefing	
I fully understand the briefing and will implement this training.	
I have discussed any queries.	

### VERSION CONTROL

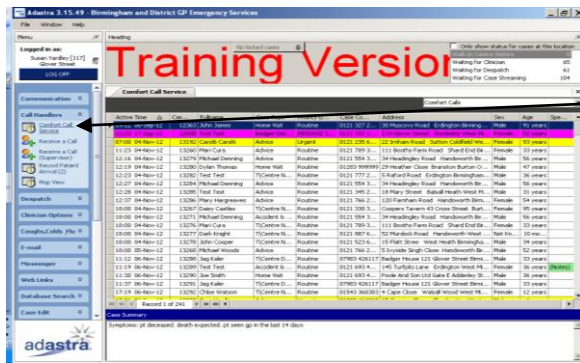
<b>DATE</b>	<b>CHANGE</b>	<b>CHANGED BY</b>
26.11.12	Original Version	Training
06.10.15	Reviewed- No changes	CY
24/07/18	Reviewed	SBi

**PATIENTS WHO DO NOT ATTEND (DNA)**

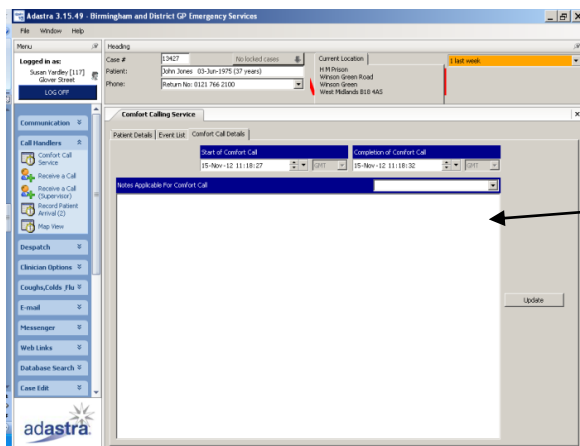
Patients who fail to attend the T/C that they have been booked into should always be investigated and only closed (where appropriate) via DNA which is located in record patient arrival. These cases should **not** be cancelled.

If the patient has failed to arrive 2hrs after their booked/expected time (or 1hr if Urgent) then a comfort call must be made to establish whether they still require an appointment. (In some cases, it may also be that their condition has deteriorated and they have gone to A&E or called an ambulance).

To complete a comfort call you should select Comfort Call from the Call Handler menu and then find your case.

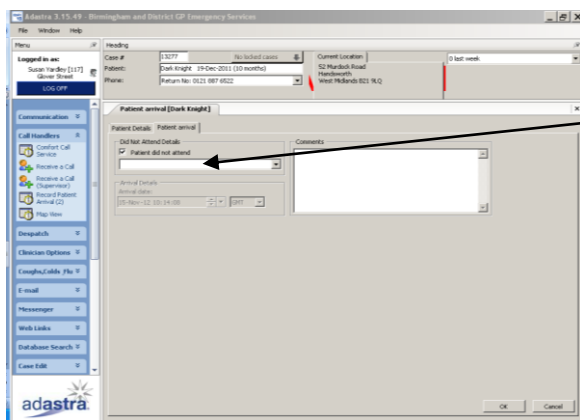


Select Comfort Call Service and double click to open your case.



Here you should enter details of your conversation with the caller/patient and then click update.

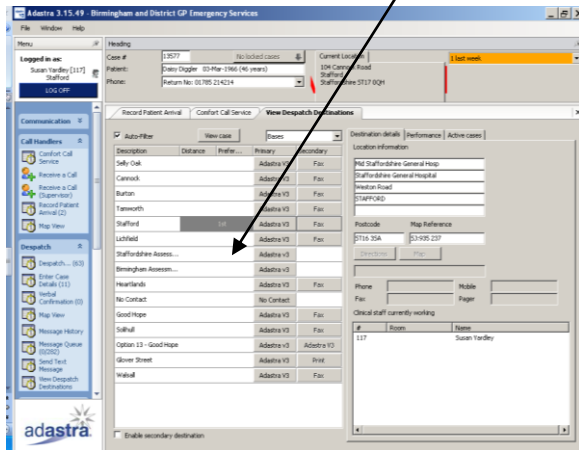
If the caller/patient no longer requires the appointment (they feel better or have used another service, e.g. Ambulance) you should now go to patient DNA within record patient arrival.



Tick the DNA box and detail why the patient is not attending in the comments box and click OK. This will close the case.

## CIRCUMSTANCES HAVE CHANGED

If, however, when you make contact with the caller/patient, the situation has changed and they need to speak to a Clinician, you will need to modify the case so that it returns to the Assessment Pool. This time after documenting your comfort call you will go to case edit. Now change the case status to 'waiting for despatch' and change the case type to 'Advice' in the general edits tab (ensuring you document the change and update to save). You will then need to select this case in despatch and despatch it to the appropriate Assessment Pool.



## UNABLE TO CONTACT

Should you be unable to contact the caller/patient you must document this in your comfort call and then let your Team Leader/Co-Ord know. They will need to make the relevant checks (including ringing local A&E, checks with Amb Control etc) before referring to a clinician for a decision to be made on what to do next.

## CANCEL / ADVICE

Any cases that need to be removed from the system should be done so as **Cancel / Advice** with the appropriate follow up chosen and full notes added. This is so that information still goes through to the Surgeries. Instances where this would apply are;

Cases being despatched to T/C – the pt declines the appointment, choosing to wait and see own GP/use alternative (going to A&E/called ambulance etc).

Cases for patients already at the T/C who decide they no longer want to wait and wish to leave.

Cases for those patients who have been booked into the T/C and arrived but are no longer in the Centre when they are called out.

**Under no circumstances should calls be cancelled with *cancel / cancel*.**