

DNA's at Green Meadows Surgery

A DNA is someone who **DID NOT ATTEND** an appointment at the surgery and did not contact us to cancel the appointment beforehand. The Doctor or Practice Nurse was waiting, but the patient did not attend.

DNAs are a serious problem for the NHS. Research shows that around 13 million GP appointments and 6 million Practice Nurse Appointments are lost each year.

At Green Meadows, on average, 99 patients DNA their appointment each month this is the equivalent of 16.5 hours of clinician time let alone the time that may have been spent by our Administration team arranging your appointment. Not only is this a waste of valuable clinical and administrative resources, it also means the number of appointments available for other patients is reduced each time a DNA occurs.

If you are unable to attend your appointment, please let us know as soon as you can, this can be either by telephone – 01344 621627 or if you have received a text reminder you can reply CANCEL and your appointment will be cancelled, we can then offer the appointment to another patient.

If you fail to keep your appointment you may be contacted by a member of our Administration Team to see why you did not attend and check we have the correct contact details for you.