

Did Not Answer Policy

INTRODUCTION

'Did Not Answer policy' (DNA), is where the patient does not answer their telephone when they have booked an appointment with a GP or other clinician.

What to expect from our GP or clinician when booking a telephone appointment

When you book a telephone appointment with a GP or clinician, your name is added to their patient list for the day. You are asked to record your up to date telephone number, when best to contact you, and the nature of your enquiry.

Clinicians often have 40 or more calls to make in one day and they will do their very best to contact you as near to your scheduled time as they can, but there may be delays in the event of a medical emergency.

On most days we contact patients back the same day, rarely calls must be delayed until the next working day. Sometimes clinicians choose to message patients instead of calling them when an answer appears straightforward.

You can imagine it is extremely frustrating both for patients and staff when patients do not answer their arranged calls.

It is important that you **keep your phone with you AND ON at all times** to ensure you don't miss your booked appointment.

Calls start from the surgery from **8:00 am** and may continue until **6:30 pm**.

The GP or Nurse may call you with **No Caller ID or from a non-surgery phone**.

What happens if I miss my call?

We understand that calls may be missed from time to time.

If you miss your call the clinician will attempt to call you once more, if you miss a second call then we ask you to book another appointment.

If you have opted for a message then the clinician may text or leave an answer phone message, to inform you that you have missed your appointment.

The date and time of your failure to respond to a call will be recorded in your clinical record.

In summary the GP or Nurse will call you twice, if you miss both calls it will be your responsibility to rebook another telephone triage slot.

Please do not ask reception for a specific time as the GP or Nurse workload for that day cannot be predicted.

Thank you for your co-operation

