

## Requests for New Referrals for patients who have DNA'd

We were again contacted by a couple of Practices who had been advised that they would have to re-refer a patient who had DNA'd an appointment (they had not received the apt) or "not phoned to make an appointment within the specified timescale.

We raised this with NHS Tayside and are pleased that the following guidance, from January this year, has been resent to all staff

"Dear Colleagues

Recent discussions have highlighted that not everyone is aware that appointments for patients who do not attend can be re-activated within a 4 week period without the patient requiring to see their General Practitioners again for a re-referral. This guidance can be found using the following URL to the Waiting Times Operational Guidance:

[http://staffnet.tayside.scot.nhs.uk/NHSTaysideDocs/idc.plg?IdcService=GET\\_FILE&dDocName=PROD\\_157104&Rendition=web&RevisionSelectionMethod=LatestReleased&noSaveAs=1](http://staffnet.tayside.scot.nhs.uk/NHSTaysideDocs/idc.plg?IdcService=GET_FILE&dDocName=PROD_157104&Rendition=web&RevisionSelectionMethod=LatestReleased&noSaveAs=1)

The relevant section is page 22, section 1.5.7.2, headed "Did Not Attend". The relevant part of this section is: **"Patients must be advised of the consequences of not attending an agreed appointment. Also, for patients under the Treatment Time Guarantee, if they are referred back to their referring clinician the letter should be sent to the patient, the patient's referring clinician, and where appropriate the patient's carer to inform them of this. Out-Patient referrals can be re-activated by contacting the outpatient service within a 4 week period.**

**The letter to the patient should inform them that the referral will remain on file for 4 weeks and can be re-activated during that time. If the patient or referrer has not contacted the service within this period the patient will remain as discharged. If a referrer contacts the hospital for another appointment after this 4 weeks period, this should be treated as a new referral as per date of telephone call/letter.**

In addition, patients who have been referred urgently but do not attend are assessed on an individual basis by the clinician. The same section in the waiting times guidance indicates the following:

**'Should a patient requiring an urgent appointment or treatment not attend an agreed appointment, the patient should be offered another appointment within the waiting time standards or Treatment Time Guarantee without resetting the clock to zero.'**

As ever if you continue to receive these requests inappropriately or have any other issues/problems you wish to raise please contact us via the LMC office and we will do our best to seek a solution/ issue guidance.

## New LMC Staff Member

We are delighted to welcome Jan Shepherd to our small Office Team.

Jan will be working Wednesday, Thursday and Friday mornings assisting Hazel in the office.

## Dr Mary O'Brien Medical Secretary

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