



Cancellation & DNA Policy

Bank Medispa

Policy details

Document type: Governance	
Document Version	2.0
Ratified Date:	December 2025
Document Manager	Ahmed El Houssieny
Approved Date:	December 2025
Review Date	December 2027
Signed and approved by	Ahmed El Houssieny

CANCELLATION & DNA POLICY

Document Control

Date	Version Number	Section and Description of Change
19/11/2025	V2	Whole policy update

Contents

Policy details	1
Introduction	4
Scope and Aim.....	4
Definitions	4
Cancellation.....	4
Late Cancellation.....	4
DNA (Did Not Attend)	4
A patient fails to attend a booked appointment without prior notice.....	4
Cancellations	4
Did Not Attend (DNA) Process	5
Exceptions and Reasonable Adjustments	6
Monitoring and Audit.....	7

Introduction

This policy outlines Bank Medispas approach to managing patient cancellations and Did Not Attend (DNA) appointments. The aim is to promote responsible use of healthcare appointments, reduce clinical risk, and ensure equitable access to services. Clear, consistent procedures help us minimise missed appointments, which can disrupt service delivery and negatively affect clinical outcomes.

Scope and Aim

This policy applies to all patients accessing services provided by Bank Medispa, and to all staff involved in scheduling, managing, and reviewing appointments. It covers all consultation types including face to face, telephone, and virtual (video) appointments.

The objectives of this policy are to:

- Encourage patients to take responsibility for attending appointments.
- Establish a fair and transparent process for managing cancellations and non-attendance.
- Protect clinical time and ensure appointment availability.
- Identify potential safeguarding, capacity, or access concerns where repeated non-attendance occurs.

Definitions

Cancellation	A patient notifies the service in advance that they cannot attend their appointment.
Late Cancellation	A cancellation made with less than 48 hours' notice.
DNA (Did Not Attend)	A patient fails to attend a booked appointment without prior notice.

Cancellations

Patients are expected to provide a minimum of 48 hours' notice if they are unable to attend a scheduled appointment. This advance notice is essential to allow the service sufficient time to reallocate the appointment slot to another patient who may be waiting for care, thereby, helping to reduce waiting times and maximise the efficiency of the service.

Where 48 hours' notice is not provided, the cancellation may be classified as a "Late Cancellation", which may be recorded in the patient's clinical record.

Patients should be encouraged to cancel as soon as they are aware they cannot attend, even if less than 48 hours remain before the appointment. Timely cancellations, even if late, allow staff to reassign appointments or adjust the clinical schedule appropriately.

How to Cancel an Appointment

Bank Medispa offers multiple convenient channels through which patients can cancel appointments. Patients are advised to use the method most accessible to them and to retain proof of cancellation when possible (e.g. confirmation emails).

Patients may cancel their appointment by:

- Telephone: Contacting the service directly during opening hours. Voicemail messages left outside working hours will be actioned the next working day.
- Email: Sending a cancellation request to our email inbox. Patients should include their full name, date of birth, appointment time, and reason for cancellation (if willing to disclose).
- Online Portal: Using the patient booking system (if applicable) to cancel or reschedule appointments online. Instructions are available on the practice website.

Staff Responsibilities

Upon receiving a cancellation, staff must update the electronic booking system immediately to reflect the cancellation and make the appointment available to other patients.

If requested, staff should confirm the cancellation with the patient via their preferred method of communication (e.g. SMS or email).

All cancellation records must be time documented and retained in line with data retention protocols. If a pattern of late cancellations emerges, administrative staff should flag this to the Manager for review.

Did Not Attend (DNA) Process

First DNA

The missed appointment must be accurately recorded in the patient's clinical notes, including the date, time, and method of contact (if any). A follow-up message via SMS, email, or letter should be sent to the patient, emphasising the importance of attending or notifying the service in advance if they are unable to attend future appointments. The responsible clinician must be notified to assess

whether clinical follow-up is required, and to determine if any further action (e.g. rescheduling or a welfare check) is necessary based on the patient's medical history or risk factors.

Second DNA within 12 Months

A formal letter or email is issued to the patient, outlining the pattern of repeated non-attendance and reinforcing the importance of engaging with scheduled appointments. The communication advises that continued failure to attend without notice may impact their ability to access services in the future. At this stage, staff should also review and consider any underlying factors such as safeguarding concerns, vulnerabilities, or barriers to access that may be contributing to the missed appointments and take appropriate action if needed.

Third DNA within 12 Months

The case is escalated to the Clinical Lead.

A decision is made regarding continued access to appointments. A warning letter or removal from our service may be considered. Any decision must be clearly documented, with justification and review of any equality or safeguarding concerns.

Exceptions and Reasonable Adjustments

Bank Medispa is committed to providing equitable access to healthcare for all patients and recognises that some individuals may face additional challenges in attending scheduled appointments. It is essential that staff consider the underlying reasons for non-attendance before taking any action, particularly in cases where patients may require additional support.

Non-attendance may be influenced by a variety of legitimate factors, including but not limited to communication difficulties (such as language barriers, hearing impairment, or literacy challenges), mental health conditions and disability or mobility impairments. These circumstances can significantly impact a patient's ability to engage with services and must be considered when reviewing patterns of missed appointments.

Where such factors are identified or suspected, staff must consider and, where appropriate, implement reasonable adjustments. These may include offering extended or double appointments, scheduling appointments at quieter or more accessible times of day and using the patient's preferred method of communication (e.g. SMS, phone calls, BSL interpreters, or easy-read formats).

All adjustments should be documented clearly in the patient's record and reviewed regularly to ensure they remain appropriate. These actions are consistent with the organisation's obligations under the Equality Act 2010, which requires service providers to anticipate and respond to the needs of patients with protected characteristics.

Monitoring and Audit

Bank Medispa is committed to continuous quality improvement and effective management of patient access. As part of this commitment, appointment attendance rates will be reviewed on a quarterly basis. This process ensures that patterns of non-attendance (DNAs) are identified, understood, and addressed in a systematic and evidence-based manner.

The review will consider all relevant data within the reporting period, including:

- Overall DNA rates by appointment type (e.g. face-to-face, telephone, video)
- Frequency of late cancellations and missed appointments

Trends that may suggest wider service-level issues, such as long waiting times, unclear communications, or booking system failures

The administrative and clinical teams will collaborate to gather and interpret this data. Where patterns of concern are identified, further investigation will be carried out to determine root causes. For example, if a high number of DNAs occur for a specific time slot, operational changes (e.g. appointment reminders or rescheduling strategies) may be introduced.

Any necessary actions such as policy amendments, staff training, patient engagement, or IT system adjustments will be agreed upon and documented. Implementation progress and impact will be monitored in subsequent meetings to ensure that any changes deliver meaningful improvements.

Associated Policies and References

Safeguarding Children and Adults Policy
Equality and Diversity Policy

General Medical Council (GMC) – Good Medical Practice <https://www.gmc-uk.org/professional-standards/the-professional-standards/good-medical-practice>

Care Quality Commission (CQC) – Regulation 9: Person-centred Care
<https://www.cqc.org.uk/guidance-regulation/providers/regulations-service-providers-and-managers/health-social-care-act/regulation-9>

Data Protection Act 2018 / UK GDPR <https://www.gov.uk/data-protection>
<https://www.legislation.gov.uk/ukpga/2018/12/contents>

Equality Act 2010 <https://www.legislation.gov.uk/ukpga/2010/15/contents>