



## Service User DNA policy

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### 2. Statement of Purpose

This policy sets out the organisational commitment of NMC Midlands (operating as Muscular Dystrophy Support Centre or MDSC) to actively manage in an equitable way service user late appointment cancellations (i.e. cancellations made late, with or without prior notification).

This policy applies to all service users (SUs) accessing MDSC services and it is the responsibility of all clinical and administrative staff working on behalf of MDSC to adhere to and apply this policy.

**If you have any concerns or queries regarding this policy, please contact the Chief Executive at [sarah.ann.moore@mdsupportcentre.org](mailto:sarah.ann.moore@mdsupportcentre.org) and Clinical Services Manager [taher.dhuliawala@mdsupportcentre.org](mailto:taher.dhuliawala@mdsupportcentre.org)**

### 2. Record of Revision

Date	Version	Revision	Initial
27-10-2021	V1	Policy created	TD/SAM
17-06-2022	V2	Policy edited to incorporate online classes	TD/SAM

***Date of next review: 27-10-2022***



### **3. Introduction**

Our aim is to provide the best quality care for our service users. We provide physical therapy services including physiotherapy, osteopathy, hydrotherapy and complimentary therapies that are delivered by highly skilled therapists, on either an employed or self-employed basis.

To ensure our service is running smoothly and optimally we must manage our clinicians' diaries effectively and efficiently. Late cancelled appointments and Did Not Attends (DNAs - i.e. service users either failing to show up for their appointments without prior notice) represent a significant challenge to the operational efficiency and effectiveness of our services. If a cancellation is made 48 hours before an appointment, we can usually arrange for another service user to take the now available appointment as 48 hours is sufficient for our reception team to identify and re-allocate the appointment slot to another service user in need and to perform our COVID-19 symptom checker process 24 hours before. However, if notice of less than 48 hours is given (or no notice at all) the appointment cannot be rebooked and is instead wasted.

As a charity we are committed to offering therapy services free at point of use to our service users. We are primarily funded through donations (with some limited funding from the NHS in certain geographic areas). Each hourly therapy appointment costs the Charity approximately £60. Where an appointment is wasted, the Charity must absorb the cost rather than using its resources to provide benefit to a service user in need.

This policy is therefore designed to ensure that those service users who cancel their appointments frequently with short notice or without any notice at all are held accountable for the impact of their actions. This will protect the Charity's valuable resources and enable us to provide a more equitable service.

### **4. Types of Cancellation and MDSC Response**

We fully understand and respect that service users may from time to time have to cancel appointments at the last minute due to ill health or changes in personal circumstances (such as carer absence, travel issues etc.) and therefore our policy seeks redress only in relation to "repeat offenders" based on SU cancellation patterns.

The following shall be applied:

- Anyone failing to show for their appointment without prior notification to our reception team will not receive any therapy services for an 8-week period. Any existing appointments will be cancelled by the reception team, and the individual will not be permitted to rebook within the 8-week period. This includes any form of face to face therapy in clinic as well as any online therapy or classes. However, this excludes joining the online Drop in classes.
- SU's who have cancelled within 48 hours of their appointment 3 consecutive times will not receive any therapy services for an 8 week period. This includes any therapy in clinic as well as online. However, this excludes joining the online Drop in classes.
- Service users who have frequently cancelled within 48 hours (i.e. 5 sessions over a period of 6 months, even if the cancellations were not consecutive) will not receive any therapy services for an 8 week period. MDSC will determine the late cancelling behaviour pattern and provide a warning after 3 cancellations. Once 5 cancellations have been made within a 6 month period (and if after the warning there is no adequate reason provided by the SU) the



SU will not receive any therapy services for an 8 week period. This includes any therapy in clinic as well as online. However, this excludes joining the online Drop in classes.

Type of DNA	Response
DNA (No show)	Cancel for 8 weeks immediately any and all appointments for MDSC face to face or online therapy services. No appointments to be made for that SU for within the 8 week period. However, SU can still join the Drop in classes or access our recorded online videos  Make the SU known to the Clinical Services Manager (and/ or Chief Executive) via daily updates and ensure that the nature of the cancellation and response is accurately documented in the clinical record
DNA 2 (cancelled within 48 hours, 3 consecutive times)	
DNA 3 (cancelled within 48 hours 5 times within 6 months - not consecutive appointments)	

#### 5. Procedure of communication to the Service Users during cancellation:

- If any SU cancels their appointment within 48 hours by Telephone call, the reception staff to provide them with a reminder on how many cancellations they have had so far. This is done over phone, but a letter is to be sent as a reminder either via email, text or in post (whichever preferred communication is selected)
- If a SU does not call or do not show up for their appointment, a reminder is sent to the SU via either email, text or post (whichever preferred communication is selected)
- Once the initial reminder is sent, a warning is provided. This is followed by second warning and then after a final warning they are kept on hold for 8 weeks.
- Reception staff to inform Clinical service manager and A letter is also sent to their GP, consultant, and care advisor by Clinical Services Manager.



Warning 1

- When SU cancel their appointment due to any reason
- Email/ text or postal warning is sent
- CSM to call the SU to discuss and ?

Warning 2

- When SU repeats again. In case of DNA 3, a second warning is sent after discussion with CSM and after 3 cancellations (this does not have to be consecutive)
- Email/ text or postal warning is sent
- CSM to call the SU to discuss further and explain policy

Keeping on hold

- After Letter 2 we need to keep the SU on hold
- Email/ text or postal letter is sent on our decision
- Another letter from CSM goes to GP/ Consultant/ Care Advisor