

## **Guidance for Management of Did not Attend (DNA) Appointments in Colposcopy Clinics**

### **Purpose:**

To provide guidance to colposcopy clinics to ensure a standardising approach to reduce and manage appointments where a woman does not attend (DNA) in all CervicalCheck funded colposcopy clinics

### **Quality Requirement:**

CervicalCheck Quality Requirement 4.29 states: Number of appointments defaulted prior to discharge following a number of attempts to contact the woman and GP (including by telephone), and except in exceptional circumstances no more than two appointments must be offered before discharging due to DNA.

### **Guidance:**

- In advance of appointment
  - A proactive approach should be taken by colposcopy clinics to contact women in advance of appointment to minimise the DNA rate. Following issue of appointment letter and where the technology is available, a text messaging reminder is recommended three days before the appointment date.
- After DNA
  - Where a woman does not attend, a further appointment must be offered with a copy of the appointment details sent to the referring doctor.
  - Where a second appointment is not attended the case should be reviewed by a senior colposcopist and an individual risk assessment carried out.
    - For patients assessed as low risk, two appointments should be offered before discharging due to DNA.
    - For patients assessed as high risk, direct contact with the patient (preferably by phone) is recommended. The referring doctor must be notified of the risk assessment and it is appropriate to request their assistance (or the patients GP if different, and consent is given) in making contact with the patient to encourage attendance.
- At all times relevant information and decision regarding management should be recorded on the women's healthcare record and relevant IT system