



Clinical
& Rehabilitation
Services

Policy

Did Not Attend (DNA) /Cancellation Policy

POLICY TITLE:	Did Not Attend (DNA) /Cancellation Policy
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Approval Committee	Version	Issue Date	Review Date	Document Author
Dr Neil Langridge Director of Clinical and Rehabilitation Services Clinical Governance Group	3.1	January 2026	January 2029	Daniel Heritage, Matthew Southam (Revision)

Missed appointments and late cancellations represent significant concerns to The HSU Clinical & Rehabilitation Services in relation to patients who could have been seen during this time and the impact on the learning experience of HSU students.

The HSU Clinical & Rehabilitation Services are always happy to change an appointment providing at least 24 hours' notice prior to the appointment. This time allows another patient to take the appointment.

Any patient who fails to provide the HSU Clinical & Rehabilitation Services with 24 hours advance notice or fails to present for a scheduled appointment (DNA) for two appointments within a three-month period will have their care suspended and informed via email. If the patient replies, the care can be reinstated if deemed appropriate by a member of the clinical or administration teams. A flag will be placed on our clinical system. If the patient DNA's again within 3-months of this, care will be suspended indefinitely, and will then require discussion with the relevant Clinical Lead/Director or Deputy Director of Clinical & Rehabilitation Services to be overturned.

If mitigating circumstances can be evidenced, the relevant Clinical Lead/Director or Deputy Director of Clinical & Rehabilitation Services reserves the right to waiver the conditions of this policy on a case-by-case basis.

Staff and students of HSU

Staff and students will be subject to the same terms for DNA's and short notice cancellations. This suspension will last for a 12-month period.

This Policy will apply to all patients, including staff and students.

We thank all HSU Patients for their cooperation and understanding.

Version Control and Change History

Version	Date	Author	Section	Principle Amendment Changes
3.1	January 2026	Daniel Heritage, Matthew Southam (Revision)	ALL	Process change

Consultation

Version	Date	Author	Level of Consultation
3.1	January 2026	Matthew Southam (Revision)	Clinical Governance Group