

Patient DNA within BSCP

Key Document code:	WAHT-KD-021	
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Approved by:	Bowel Screening Operational Meeting	
Date of Approval:	24 th April 2017	
Date of review:	27 th January 2021	

Key Amendments

Date	Amendment	Approved by
19 th June 2019	Documents extended for 6 months whilst reviewed	Emma Duggan
11 th Feb 2020	Documents extended for 6 months whilst review and approval is processed	Emma Duggan
27 th July 2020	Documents extended for 6 months during COVID-19 period	QGC/Gold Meeting

Introduction

The purpose of this guideline is:

- To ensure patients who did not attend (DNA) appointments are contacted to explain what will happen next.
- To ensure that where required, a further appointment is offered.
- To ensure that further appointments are not offered, if not required.
- To enable a patient to attend an appointment if possible

Scope of This Document

This guideline applies to administrative staff and Specialist Screening Practitioners (SSPs) working within the Herefordshire & Worcestershire Bowel Cancer Screening Programme.

The information within this procedure is in addition to the information available with the 'NHS Bowel Cancer Screening Programme, Guide Book for Programme Hubs and Screening Centres, Version 3, 31 March 2008'

DNA of Positive Assessment Clinic Appointment

Attendance or non-attendance (DNA) of a clinic appointment by a patient will be recorded on the Bowel Cancer Screening (IT) System (BCSS) by the SSP present at the clinic.

Patients who DNA their first positive assessment clinic appointment are sent a second appointment by the Programme Hub. Failure to attend the second appointment results in the current screening episode being closed. Patient and GP are notified by a standard letter produced from BCSS. This letter advises that the patient may contact the Programme Hub to rebook a clinic appointment or that they will have another opportunity to take part in the screening programme in two years' time if they are still within the age range.

DNA of Endoscopy Procedure

Please note that the key documents are not designed to be printed, but to be used on-line. This is to ensure that the correct and most up-to-date version is being used. If, in exceptional circumstances, you need to print a copy, please note that the information will only be valid for 24 hours and should be read in conjunction with the key document supporting information and/or Key Document intranet page, which will provide approval and review information.

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Attendance or non-attendance (DNA) of a colonoscopy appointment by a patient will be recorded on the Bowel Cancer Screening (IT) System (BCSS) by the SSP present.

A patient who has failed to attend may be contacted soon after the appointment time by the SSP present at the Endoscopy list should endeavour to contact the patient by telephone, on the same day or the following working day, to discuss the reasons for DNA.

If suitable a further appointment should be offered for the procedure.

Any requirements which may enable the patient to attend should be considered (e.g. booking hospital transport, additional counselling re: bowel preparation)

DNA of radiology procedure

Radiology would DNA of a radiology appointment would be Attendance or non-attendance (DNA) of a radiology appointment by a patient will be recorded on the Bowel Cancer Screening (IT) System (BCSS) by the SSP who referred the patient for the test.

Within the Worcestershire Acute Hospitals NHS Trust (WAHT) patients who DNA a radiology test requested as two week wait or urgent are routinely offered a further appointment by the radiology department. They will also endeavour to contact the patient by telephone, where possible.

Within the Wye Valley NHS Trust patients who DNA a radiology test are sent a letter advising that they have 7 days to rebook, no further appointment will be routinely offered. The referring clinician is also notified and is able to resubmit the request.

The SSP responsible for the patient should contact the patient by telephone, on the same day or the following working day, to discuss the reasons for DNA.

Any requirements which may enable the patient to attend should be considered (e.g. booking hospital transport, additional counselling re: procedure type.)

DNA of post investigation appointment

Attendance or non-attendance (DNA) of a clinic appointment by a patient will be recorded on the Bowel Cancer Screening (IT) System (BCSS) by the SSP present at the clinic.

The SSP present at the clinic should endeavour to contact the patient by telephone, on the same day or the following working day, to discuss the reasons for DNA.

If suitable a further appointment should be offered for the procedure.

Any requirements which may enable the patient to attend should be considered (e.g. booking hospital transport.)

Unable to contact patient by telephone

In the event that it is not possible to contact the patient by telephone a letter may be sent to the patient detailing the reason for contact, and if necessary, requesting they contact the BCSP office.

Unable to rebook patient

In the event that it has not been possible to contact the patient and therefore arrange to rebook the appointment, following attempts by both phone and letter, the screening episode will be closed on BCSS

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and letters sent to patient and GP with details of how episode can be reopened or future screening status (e.g. recall for repeat FOBt in two years, 3 year surveillance, etc.)

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