

Cardiac Device Clinic 'Did Not Attend' - Full Clinical Guideline

Reference no.:

1. Introduction

On average, there are approximately 25 DNAs a month in the Cardiac Device Clinic equating to 2 full clinics. This guideline has been written to support in reducing the number of DNAs in the Cardiac Device Clinic. It is also to ensure that patients requiring this service are not lost in the safe follow-up of their care.

This guidance relates to adult patients only and where there are no documented or suspected safe guarding concerns.

2. Aim and Purpose

The aim and purpose of this guideline is to ensure that 'Did Not Attend' (DNA) appointments in the Cardiac Devices Clinic are actioned promptly and consistently to avoid patients being lost in the follow-up of their care.

3. Definitions, Keywords

Did Not Attend; DNA; Cardiac Device; cardiologist; cardio-base.

4. Main body of Guidelines

First DNA Appointment:

- Check patient details on Lorenzo correspond to Cardio-base.
- Telephone patient to ascertain reason for DNA and fully book a further appointment with the patient.
- If unable to contact the patient by telephone, send out a further appointment at the next appropriate time frame. Send letter on the DNA template.
- Write DNAX1 in the comments box of the booking module of Cardiobase
- Write "fully booked" or "no choice letter sent" in the comments box of the booking module of Cardiobase.
- Create a cardiobase entry on pacecare and document DNAX1 and the plan for next follow up

Second DNA Appointment:

- Check patient details on Lorenzo correspond to Cardio-base.
- Telephone the patient to ascertain the reason for DNA and fully book another appointment with the patient.
- If unable to contact the patient by telephone, contact GP to ensure contact details are up to date
- Send out a further appointment at the next appropriate time frame. Send letter on the DNA template.
- Write DNAX2 in the comments box of the booking module of Cardiobase
- Write "fully booked" or " no choice letter sent" in the comments box of the booking module of Cardiobase.
- Create a cardiobase entry on pacecare and document DNAX2 and the plan for next follow up
- Consider a telephone call to the patient's next of kin.

Third DNA Appointment:

- Check patient details on Lorenzo correspond to Cardio-base.
- If unable to contact the patient after previous DNA appointments, contact the patient's next of kin.
- If still unable to contact the patient, discharge back to the care of the GP via pro forma letter. Send copy of this letter to the patient's cardiologist.
- Send discharge letter to patient via recorded delivery

5. References (including any links to NICE Guidance etc.)

N/A

6. Documentation Controls (these go at the end of the document but before any appendices)

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Version / Amendment History	Version	Date	Author	Reason
	1	22.01.2024	Katie Stevenson	New Guidance
Intended Recipients: For staff in the Cardiac Device Clinic				
Training and Dissemination: Staff made aware of procedure via monthly meetings. Copy of policy kept in cardiac devices follow-up clinic.				
Development of Guideline: Katie Stevenson Job Title: Advanced Cardiac Clinical Physiologist - Cardiac Implantable Electronic Devices				
Consultation with: Information Governance, Dr N Ahmed				
Linked Documents: N/A				
Keywords: Did Not Attend; DNA; Cardiac Device; cardiologist; cardio-base				
Business Unit Sign Off			Group: SMBU2 Date: September 2024	
Divisional Sign Off			Group: Medicine Division Trustwide CGG Date: September 2024	
Date of Upload			September 2024	
Review Date			September 2027	
Contact for Review			Katie Stevenson Principal Clinical Physiologist	

7. Appendices

Copy of patient discharge letter:

RECORDED DELIVERY

Dear

You have failed to attend clinic for the last three pacemaker / ICD checks that we have arranged for you.

We will not automatically send you another appointment.

We have confirmed the above contact details with those held by your GP.

This is a matter of the highest medical importance. Pacemakers and ICDs may deliver lifesaving treatment and require regular technical checks to confirm their correct functioning.

You must phone the pacemaker clinic on 01332 789011 to arrange a convenient time to attend for an appointment.

If you drive it is a legal requirement from the DVLA for you to ensure that your device is under regular review. Failure to do so may invalidate your motor insurance in the event of an accident.

Your GP and Cardiology Consultant have also been informed.

Yours sincerely

Copy of GP letter (Copy also sent to Cardiology Consultant):

Dear Doctor

xxxx has not attended the cardiac device follow-up clinic for 3 given appointments. The device was last checked on xxxxxx

Implanted Device Type:

xxxx has been informed that (s)he will not automatically receive another appointment for device follow-up.

This is a matter of the highest medical importance. Pacemakers and ICDs may deliver lifesaving treatment and require regular technical checks to confirm their correct functioning. It is also a legal requirement from the DVLA that cardiac devices are under regular review.

XXXX will be sent no further appointments, but we will be happy to follow him up again any time in the future.

Yours Sincerely