



Flexible Worker Guidelines

Did Not Attend / Short Notice Cancellation Process

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1.0 Introduction

Patient safety is of utmost importance to both NHS Professionals (NHSP) and our Client Trusts. The provision of adequate staffing levels ensures that patient safety is maintained.

The aim of this process is to support a culture of high attendance amongst Flexible Workers (FWs) that have booked assignments via NHSP at Client Trusts. The process also outlines the support and action that will be taken where a FW's level of attendance on pre-booked assignments falls short of that which is expected.

2.0 Purpose:

The purpose of these guidelines is to ensure a consistent and fair approach to managing FW attendance at booked assignments.

3.0 Scope

These guidelines apply to all FWs who book assignments via NHSP at all NHSP offices and Client Trusts.

4.0 Key Definitions:

This guidance uses the following key terms and abbreviations:

Did not Attend (DNA)	A shift is classified as a DNA when a Flexible Worker has booked or is booked into and accepted to work a shift, but fails to attend the shift without giving any notice they would not be attending.
Short Notice Cancellation (SNC)	A shift is classified as a SNC when a Flexible Worker has booked or is booked into and accepted to work a shift but has failed to attend the shift by cancelling out of the shift giving less than 8 hours' notice before the start of the shift.
Process	The process is a four-stage process that monitors attendance for NHS Professionals Flexible Workers on assignments.
Flexible Worker HR (FWHR)	NHS Professional's designated HR Team that oversee and support the management of FWs

5.0 Roles and Responsibilities

FWHR must ensure:	<ul style="list-style-type: none">• all NHSP FWs are aware of these guidelines• they acknowledge and promptly deal with complaints or appeals from FWs relating to the SNC or DNA process,• they maintain an updated version of these guidelines
FWs must ensure	<ul style="list-style-type: none">• they understand and comply with these guidelines• endeavour to attend pre-booked shifts.

6 The DNA / SNC Processes:

The DNA and SNC processes are identical four-stage processes used by NHSP to manage attendance of Flexible Workers on assignment.

FWs who book or have been booked into and accepted shifts but fail to attend the shift without giving any notice of their non-attendance will be managed under the DNA process.

While FWs who book or have been booked into and accepted shifts but cancelled themselves out of the shift giving notice of only 8 hours or less of their non-attendance will be managed under the SNC process.

Both processes (DNA/SNC) are four stage processes and mirror each other as detailed in Appendix 1.

The processes run alongside each other which means a FW can be on the same or different stages of both processes at any point in time. Stage Four of both processes can result in the termination of a FWs registration with NHSP

7. Retraction of DNA and SNC Warnings

A DNA/SNC can be removed from a Flexible Workers profile under the following circumstances:

Mitigating factors

In situations where a FW is unable to attend/ cancel a shift at short notice for genuine reasons, the FW should write to the FWHR team stating their mitigation and this will be reviewed by the FWHR team.

NHSP System Error

Where a DNA/SNC has occurred as a result of a technical problem the DNA/SNC warning may be retracted.

Trust Cancellations

If the Trust has erroneously cancelled a FW out of a shift, the DNA/SNC warning may be retracted, however the Trust need to confirm the error made in writing to the FWHR team.

8. Standards and Expectations

NHSPs aim is to ensure continuity of care and patient safety as part of our service. To provide this service, it is our expectation that FWs ensure they attend all assignments which they are booked.

We understand there may be situations where a FW is unable to attend a shift and our expectation is that they provide sufficient notice of their inability to attend the shift which will enable our Client Trusts an opportunity to try and source alternative cover.

In the event that a FW is unable to attend a pre-booked shift they should:

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- endeavour to cancel themselves out of the shift at least 24 to 8 hours before the shift start time via **My: Bank**; this will enable NHSP time to source for adequate cover.
- contact the Ward Manager /Trust within 24 to 8 hours before the shift start time informing them that they are unable to attend the shift; **alternatively**
- contact the NHSP National Service Centre on 03332407552 informing them of their inability to attend the shift.

For any questions or clarification in relation to these processes; please contact the FWHR Department at the following email address: fwhumanresources@nhsprofessionals.nhs.uk

Appendix 1 – DNA and SNC Four-Stage Process

Stage	Action Taken	Duration	Retractions/Appeals/Expiry
Stage 1	On the first occurrence of either a non-attendance without notice or a cancellation after 8 hours prior to the start of the shift, NHSP's system will automatically identify an incidence of non-attendance and issue a DNA or SNC stage 1 notification letter to the FW by email.	The DNA/SNC stage 1 notification will remain on the FW's profile for 6 months from the date of the notification letter.	<p>The stage 1 notification letter will be removed from the FWs profile if there is no further instance within 6 months and the FW will be removed from the process.</p> <p>The DNA/SNC stage 1 notification letter may be retracted if it was issued in error and evidence is provided to confirm this. If this is proven, a retraction letter will be sent to the FW, confirming the DNA/SNC issued has been removed from the FWs file.</p>
Stage 2	On the second occurrence of either a non-attendance without notice or a cancellation after 8 hours prior to the start of the shift, NHSP's system will automatically identify the incidence and issue a DNA or SNC stage 2 notification letter to the FW by email.	The DNA/SNC stage 2 notification will remain on the FW's profile for 6 months from the date of the notification letter.	<p>The stage 2 notification letter will be removed from the FWs profile if there is no further instance after 6 months, the FW will be removed from the process.</p> <p>The DNA/SNC stage 2 notification letter may be retracted if it was issued in error and evidence is provided to confirm this. If this is proven, a retraction letter will be sent to the FW, confirming the DNA/SNC issued has been removed from the FWs file.</p>
Stage 3	On the third occurrence of either a non-attendance without notice or a cancellation after 8 hours prior to the start of the shift, NHSP's system will automatically generate an incidence of non-attendance. At this stage, a member of the FWHR team will conduct an investigation to ascertain whether the DNA or SNC was correctly generated by the system. If this is the case, a stage 3 Warning letter will be issued to the FW via email.	The DNA/SNC stage 3 warning will remain on the FW's profile for 12 months from the date the warning issued.	<p>The stage 3 warning will be removed from the FWs profile if there is no further instance after 12 months and the FW will be removed from the process.</p> <p>The FW has the right to appeal this decision and this must be done within 10 calendar days of the date of the warning letter. NHSP will acknowledge the appeal within 5 working days and an appeal hearing will be arranged within the next 10 working days.</p>

Stage 4	On the fourth occurrence of either a non-attendance without notice or a cancellation after 8 hours prior to the start of the shift, NHSP's system will alert the FWHR Team of an incidence of non-attendance. At this stage, a member of FWHR will conduct an investigation to ascertain whether the DNA or SNC was correctly generated by the system. If yes, then the FW's registration with NHSP will be terminated, a letter will be issued to the FW by email to confirm this decision.	The FW has the right to appeal this decision. If they do not appeal this decision at this stage, then the DNA/SNC process will come to an end.	If the FW wishes to appeal, they must do so in writing to fwhr@nhsprofessionals.nhs.uk within in 10 calendar days of the date of the termination letter. The appeal will be acknowledged within 5 working days and an appeal hearing will be arranged within the next 10 working days. After the appeal hearing a decision will be made in writing to the FW and there is no further right of appeal.
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