

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!



10 things you can do to improve DNAs at your practice.

Your quick guide and resource pack.

If you have any comments on the information resources we have provided or have any other ideas that we can help you with please get in touch: leedscg.comms@nhs.net



As you may already know, NHS England are currently working to implement **10 high impact actions** to support GP practices in their aim to help clinicians make the best use of their time.

Missed appointments are one of the key factors which contribute to a strain on time and resource within the NHS. Reducing DNAs ('did not attend') is therefore vital for improving patients' access to health services and for reducing the increasing demand for GP appointments.

Our research shows that there are many different reasons why patients choose to not attend their GP appointments. Therefore, your practice may want to implement a number of methods to help reduce DNAs.

Here are 10 actions you can take to help you reduce the number of DNAs in your practice:

01. Easy cancellation

Make it as easy as possible for patients to cancel an appointment if needed. Having a dedicated phone number for cancellations, a text message service or an option to cancel an appointment online can help reduce DNAs.

02. Appointment reminders

Send a text message to patients, reminding them about their upcoming appointment and how to cancel if they no longer plan to attend. This action alone can reduce DNAs by up to 10% (www.ncbi.nlm.nih.gov/pubmed/22786507).

03. Patient-recorded booking

Encourage patients to fill in the details on their appointment card themselves instead of it being done for them. This encourages recall, and can reduce DNAs by 18%.

04. Read-back

Ask the patient to repeat the details of their appointment back to you to double check they have remembered it correctly.

05. Keep patient personal details up-to-date

Confirm patient details each time they make an appointment. Create posters or signage asking patients to ensure they keep their details (especially phone numbers) up-to-date.

06. Record attendances

Record the attendance rate of appointments and display the information in your practice's waiting room, along with an encouraging message to remind other patients to cancel their unwanted appointments.

07. Reduce 'just-in-case' bookings

Introduce a straightforward and responsive booking system to ensure patients are confident that they will be able to book an appointment when they need one. This can reduce the number of appointments booked 'just-in-case' which contribute to a much higher DNA rate.

08. Ask patients to visit their practice's website so they can amend their bookings online

Encourage patients to visit their GP practice's website, where they can manage their booking or cancel their appointment if they need to.

09. Display our DNA flyers and posters

Remind patients to cancel their unwanted GP appointments by displaying the DNA campaign materials in your practice.

10. Promote the DNA campaign message through your social media channels

Spread the word and help reduce the number of DNAs at your practice by sharing the campaign messages on social media with the hashtag **#IWontForget**