

From Dr Roe, Dr lu & Dr Anderson

We have noticed in the last few months an increase of patients NOT ATTENDING their appointments with the GP's and Nurse's

November 2014 – We had 180 patients who did not attend their appointments (DNA)

December 2015 – We had 211 patients who DNA their appointments

We decided to do a breakdown of age range and the number of days before patients booked their appointments.

Number of DNA'S in January 2015

| | | | | | |
|-----------------------|-----------------------|----------------------|-----------------------|----------------------|---------------------|
| 2 nd - 3 | 5 th - 11 | 6 th - 5 | 7 th - 5 | 8 th - 7 | 9 th - 5 |
| 12 th - 7 | 13 th - 10 | 14 th - 4 | 15 th - 6 | 16 th - 4 | |
| 19 th - 13 | 20 th - 13 | 21 st - 4 | 22 nd - 10 | 23 rd - 1 | |
| 26 th - 11 | 27 th - 8 | 28 th - 4 | 29 th - 5 | 30 th - 3 | |

Total DNA appointments = 139 out of 2382 appointments (5.8%)

Age range:

| | | | | | | | |
|------|-------|-------|-------|-------|-------|-------|-------|
| 0-10 | 11-20 | 21-30 | 31-40 | 41-50 | 51-60 | 61-70 | 71-80 |
| 18 | 11 | 46 | 25 | 12 | 19 | 7 | 1 |

Number of days appointments booked ahead:

| | | | |
|-------------------|------------------|-------------------|-------------------|
| SAME DAY APPT | 1 DAY Advance | 2 DAY Advance | 3 DAY advance |
| 34 patients DNA'd | 8 patients DNA'd | 15 patients DNA'd | 15 patients DNA'd |
| 4 DAY Advance | 5 DAY Advance | 6 DAY Advance | 7 DAY Advance |
| 12 patients DNA'd | 6 patients DNA'd | 9 patients DNA'd | 15 patients DNA'd |

More Than seven days
25 patients DNA'd

GP dna's 94 appointments = This is equivalent to 6 morning clinics in 1 month (90 patients)

NURSE dna's 45 appointments = This is equivalent to 3.5 morning clinics in 1 month (42 patients)

TOTAL COST OF DNA APPOINTMENT'S IN January is
£1917.00 (approx.)

We would like to say THANK YOU to patients who DO cancel their appointments when no longer needed and ask the patients who DON'T cancel their appointment to do so in the future, as unused appointments is a waste of GP's and Nurses time and stops patients who need an appointment from being seen.