**Analysis of DNAs – Gosforth Valley**

**April 2018**

**Monthly DNAs**

|  |  |
| --- | --- |
| December 2017 | 68 |
| January 2018 | 65 |
| February 2018 | 56 |
| March 2018 | 56 |
| Total | 245 |

Notes:

DNAs due to snow have been excluded

Includes all practice DNAs (including those that arrived late, but were already DNAd and were eventually seen).

**DNAs by occurrence**

|  |  |
| --- | --- |
| 1 | 156 |
| 2 | 28 |
| 3 | 4 |
| 4 | 4 |
| 5 | 2 |
| Total | 194 |

Notes:

Includes only patients who were sent a letter (see note 3 below).

First two weeks of December excluded.

**Observations:**

1. Small decline, but is this just natural variation?
2. Receipt of a letter doesn’t have any impact on those who most frequently DNA.
3. Sending letters is time consuming as we need to first check for hospital DNAs (these are also coded), those who may have apologised (we edit the letters for these), and those who were fitted in because they arrived late (but had already been coded as a DNA). It takes about an hour and a half per week to send the letters.
4. A significant amount of time is also invested talking to patients who call to complain as a result of receiving a letter (most common comment is “anyone can make a mistake”). Most patients are more understanding of the issue at the end of the call.

**Concerns:**

This would be a full day’s work per week for one person at Moss Valley; we do not have sufficient capacity for this.

Is it really making any difference; is it worth the investment of time; too early to tell?

**Possible options:**

Continue process at Gosforth Valley to see if we can achieve a sustained decrease in the number of DNAs.

Send more formal / stronger letter & possibly meet up with some or all of the 10 patients who have DNA’d 3 times or more in the last 4 months.