



WOODSEATS MEDICAL CENTRE

Wasted appointments report 2024

Wasted appointments - Did not attend (DNA)

Introduction to 'Did not Attend' appointments

'Did Not Attend' (DNA) is when the patient does not turn up for an appointment and does not contact the practice in advance to cancel/change appointment. Many valuable appointment slots are missed every month. The effect of these are:

- An increase in the waiting time for appointments
- Frustration for both staff and patients
- A waste of resources
- A potential risk to the health of the patient

Our Objectives

- To free up appointments for those who genuinely need them
- To reduce the waste of clinical time
- To reduce the pressure on all staff in being able to offer prompt appointments

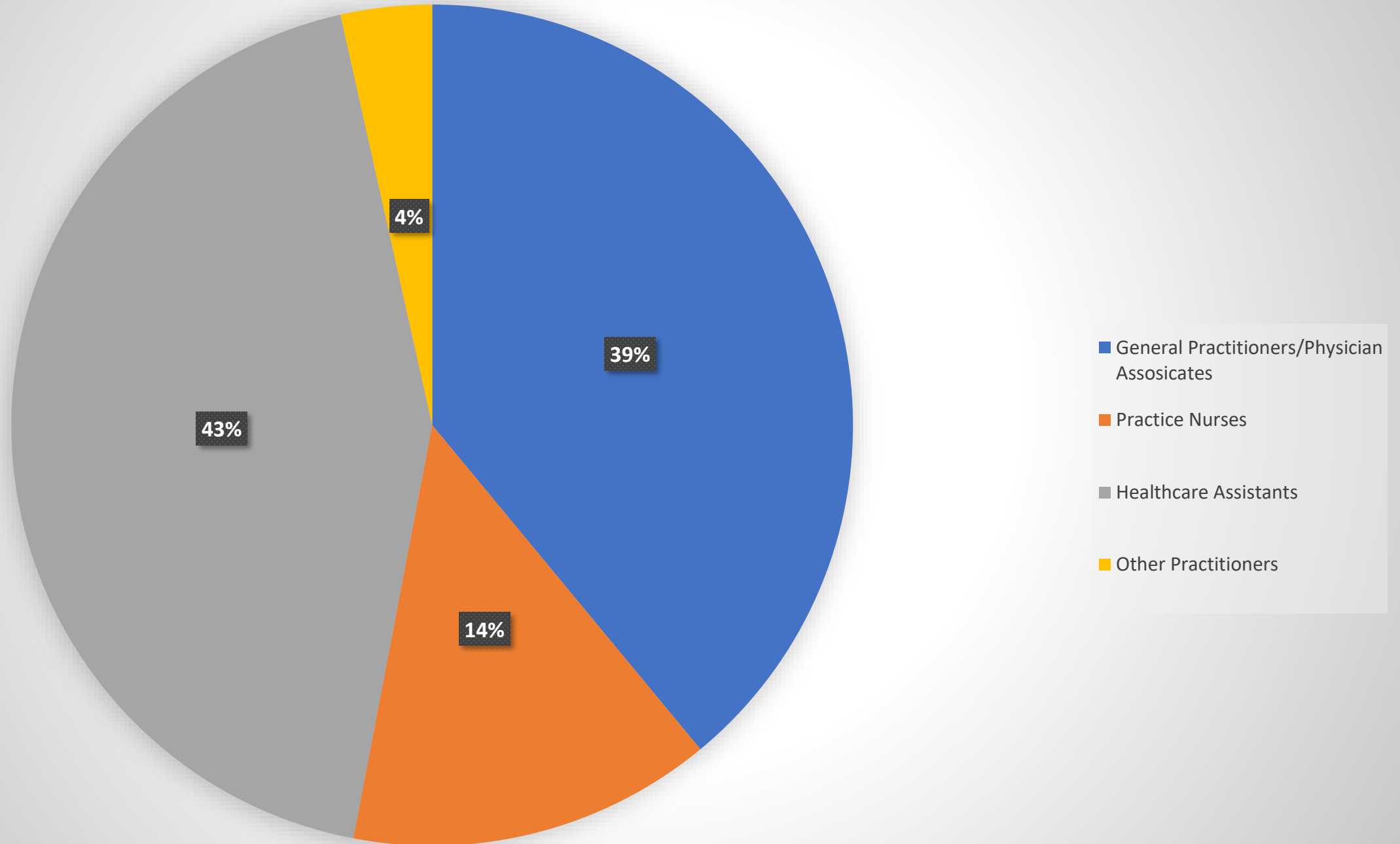
Woodseats Medical Centre is committed to ensuring that the best possible service is provided to all patients registered with the practice.

Consistent application of the DNA policy by all practice staff (clinical and non-clinical) plays an important role in encouraging patients to assist in ensuring that clinics are managed as efficiently as possible. Practice staff will code DNA's using the agreed read codes.

A monthly search will be performed to identify how many patients have not turned up for GP appointments that month and the information is collated and published.

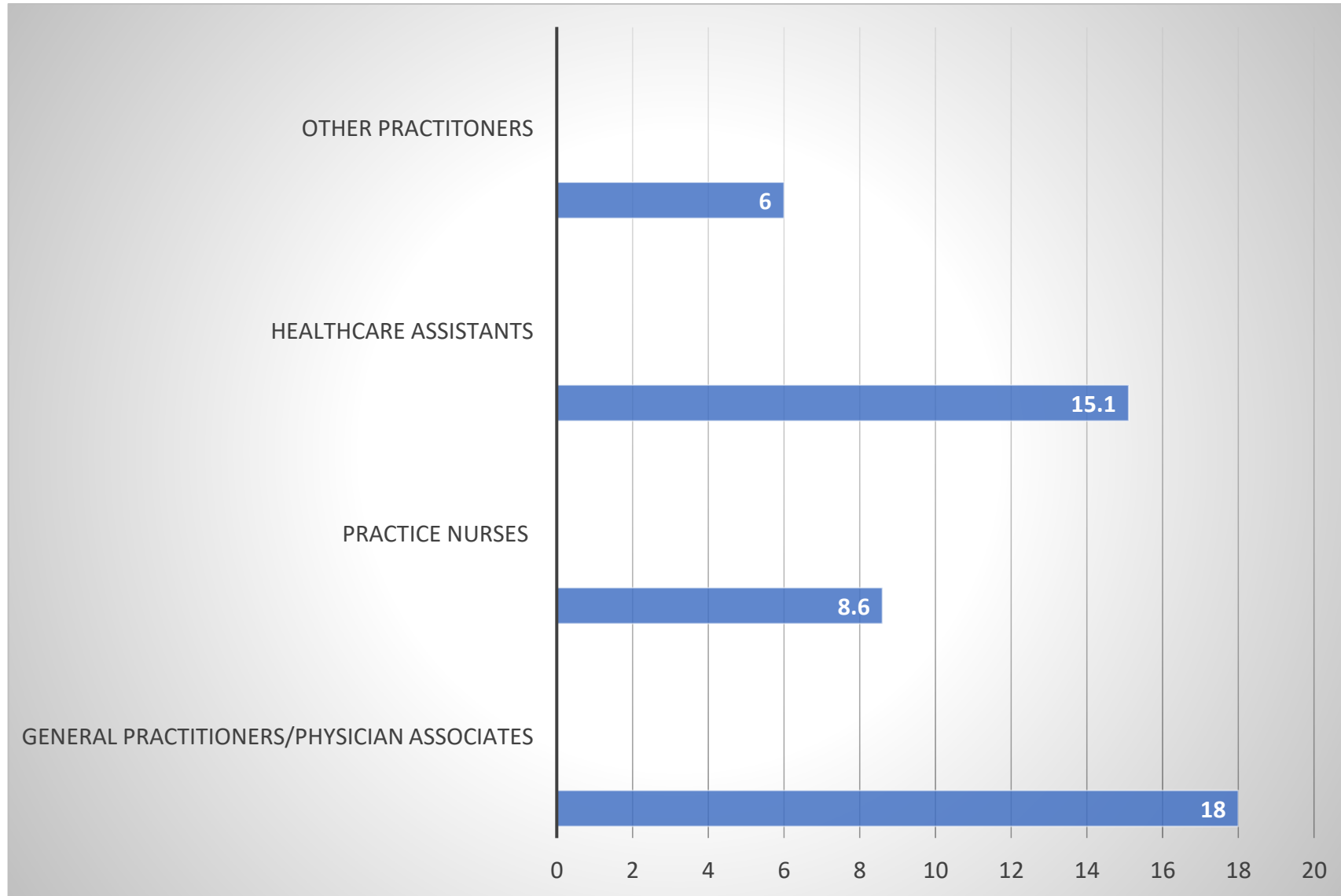
If a patient fails to attend an appointment on more than two occasions in a 6-month period, they will receive an informal warning letter advising them how to cancel or change their appointment if needed. If the patient fails to attend another pre-booked GP appointment within 6 months of receiving the informal letter, a formal warning letter will be sent reminding them that a further recurrence may result in them being removed from the practice list.

Wasted appointments between 1st - 31st January 2024



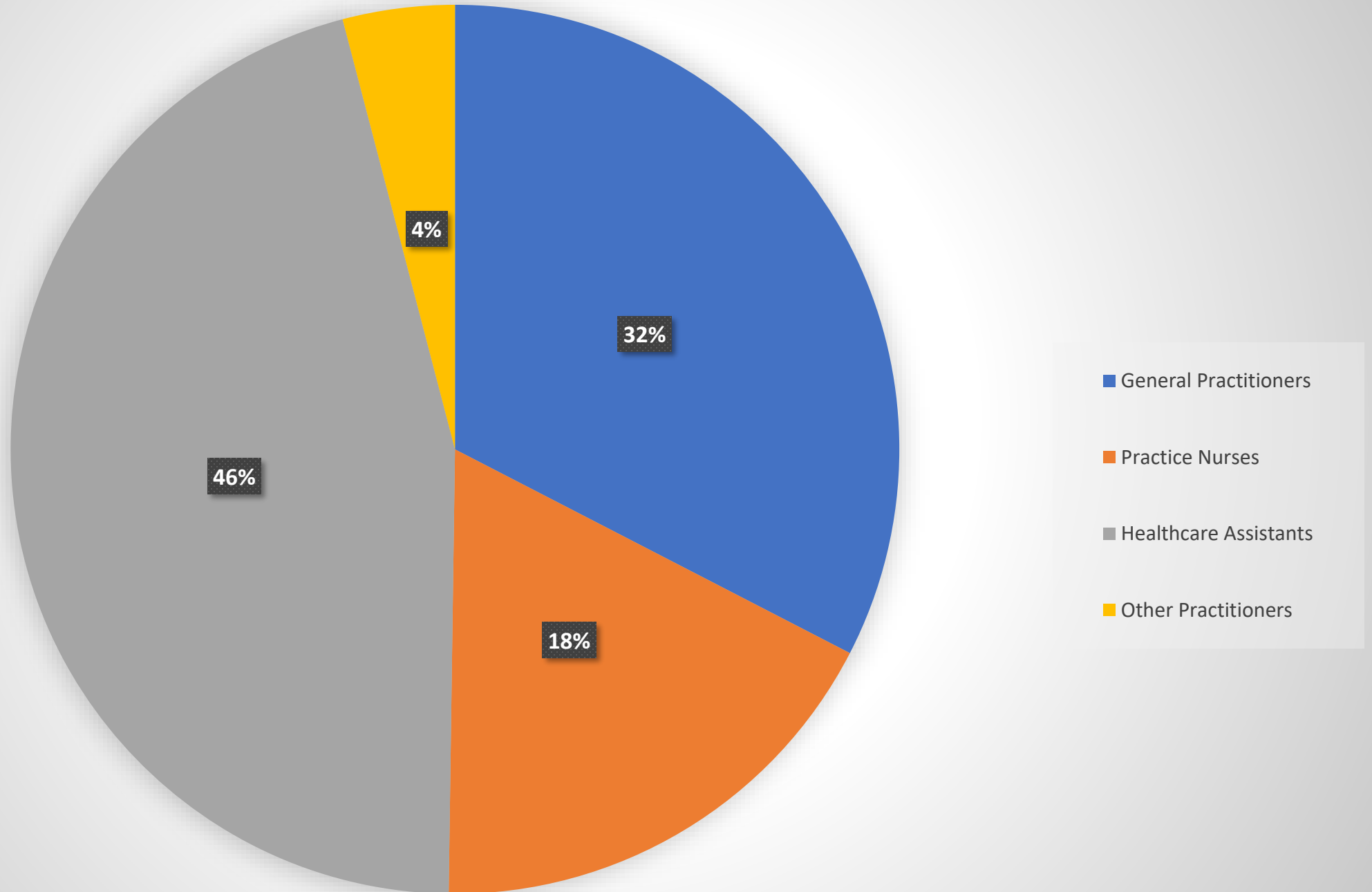
Amount of appointment hours wasted between 1st - 31st January 2024

Clinician



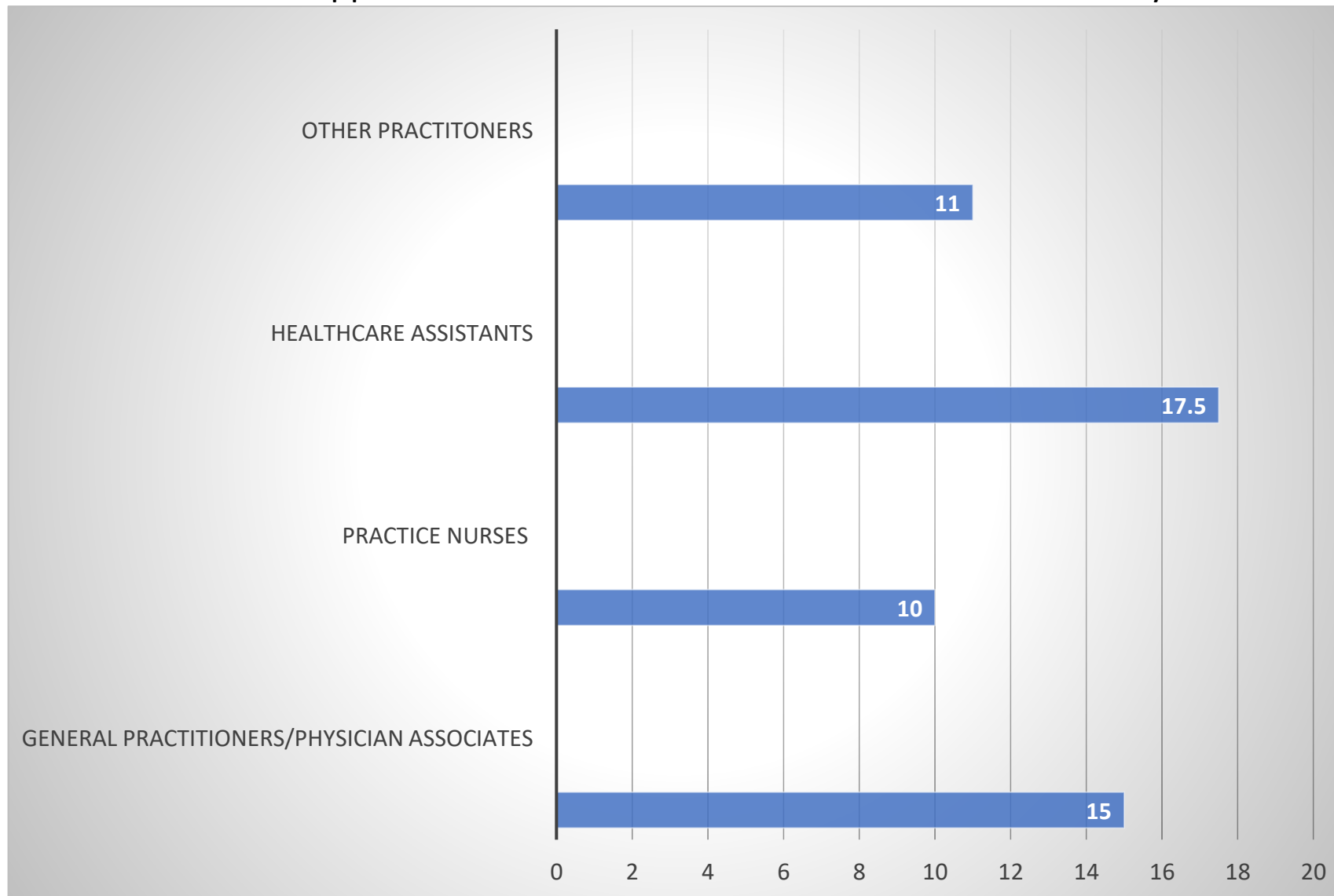
Hours wasted

Wasted appointments between 1st – 29th February 2024



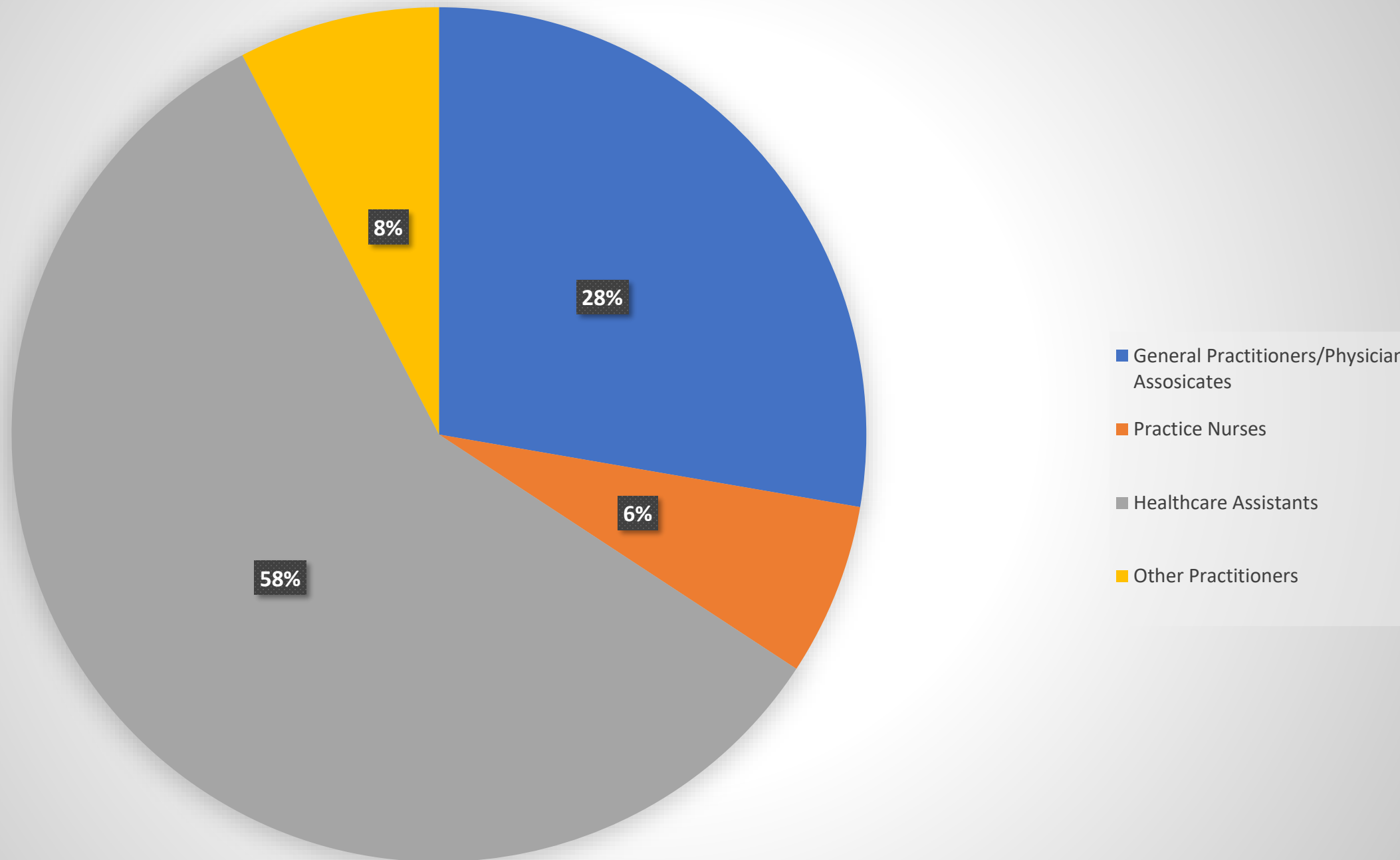
Amount of appointment hours wasted between 1st – 29th February 2024

Clinician



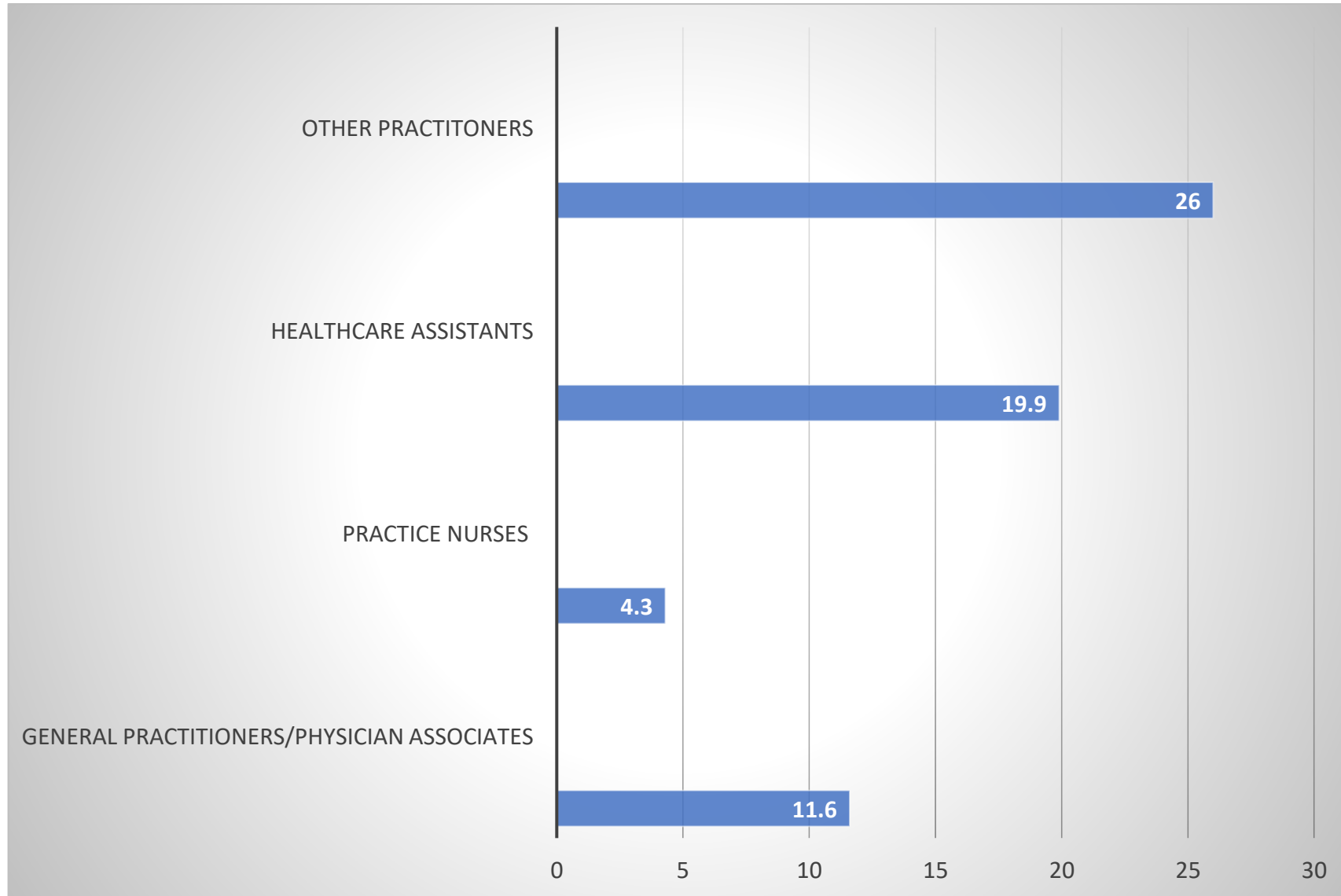
Hours wasted

Wasted appointments between 1st - 31st March 2024



Amount of appointment hours wasted between 1st – 31st March 2024

Clinician



Hours wasted