

AUDIT ACTION PLAN

REDUCING THE NUMBER 'DID NOT ATTENDS' [DNAs]
TARGET: LESS THAN 50 DNAs PER WEEK (>100 NOW)



START
YEAR 1

1 Continue to measure weekly DNAs #plotthedots.

2 Report data on DNAs positively, i.e. x% attended not 'n' DNA'd.

3 Reception team to ask patients to promise to cancel appts.

4 Change text message appt. reminder to include how to cancel appt.

8 Search for patients that have missed 3+ appts in 2019.

7 DNA month: use November to highlight issue & feedback data.

6 Encourage patients to write down their appointments.

5 Use posters in practice to remind patients to cancel.

9 Send frequent DNA-ers letter from senior GP & PPG Chairman.

10 Use local media [radio and print] to highlight DNAs.

11 Re-measure impact over last 12 months #plotthedots.

12 Ask patients how we can further reduce our DNAs.

START YEAR 2
ACTION PLAN