

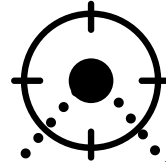
AUDIT ACTION PLAN

USING CHANGE PYRAMIDS

AIM: REDUCING THE NUMBER OF 'DID NOT ATTENDS' TO <50 PER MONTH (100 NOW)



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Ask patients for more ideas on how we can further reduce our DNA rate.

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

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

Search for patients that have missed 3+ appointments in 2019.

DNA month: use November to highlight DNA issue and feedback data.

Encourage patients to write down their appointments.

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

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

Use posters in the practice to remind patients to cancel.

Pyramid shows sequential actions: starting bottom left and zig-zagging up