

# Case study #8



## Work with Practice Index Reducing DNA rates

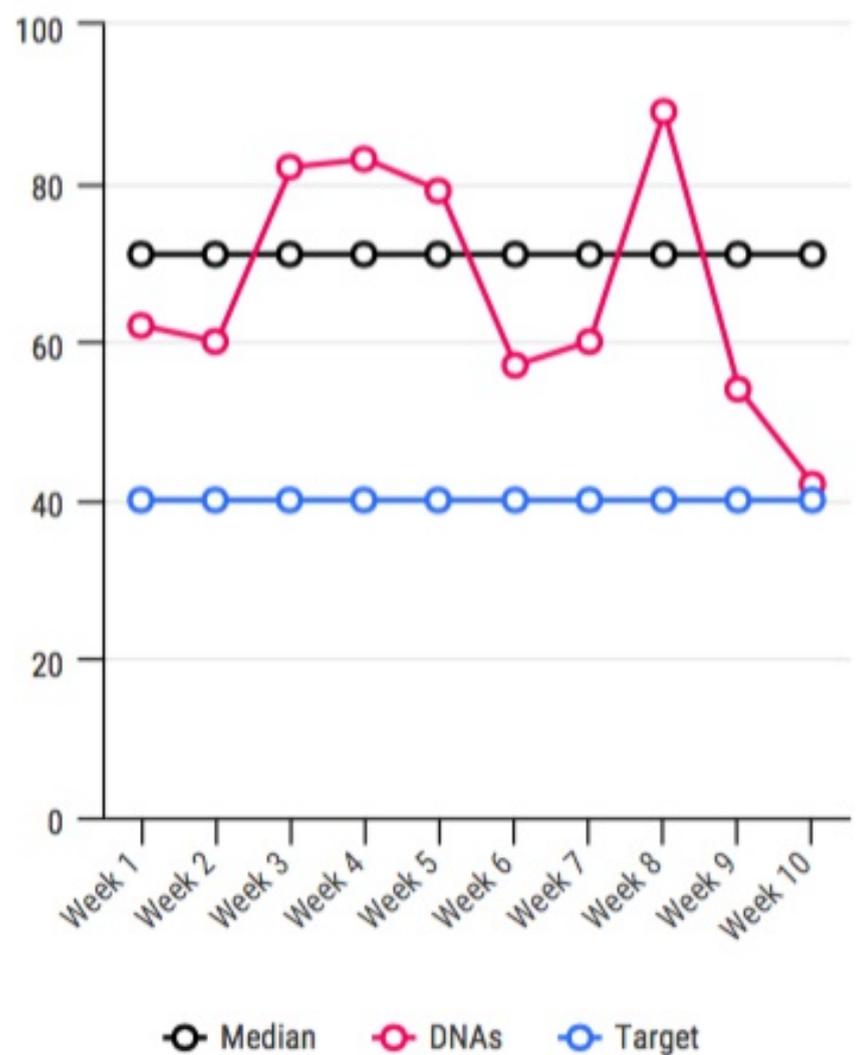
### The problem

Patient do not attend rates (commonly abbreviated to DNAs) vary but it is widely agreed that the scale of the problem in primary care is significant. Indeed, NHS England recently reported that approximately 12 million patients miss an appointment with their GP each year. Other researchers have suggested that the figure is closer to 14 million. Irrespective of the actual number the cost of DNAs is significant in that they waste time, money and resources and can also delay treatment of patients in need of care.

### The solution

CASC have always been interested in the phenomenon of patient DNAs and over the years we have gained experience working with teams to try and help them reduce their DNA rates. To help resolve the problem, practices first need to measure the scale of DNAs so in collaboration with Practice Index we created our simple-to-use DNA Excel Tracker. This adopts run chart methodology (a well known quality improvement technique). Key features of the tracker are as follows:

- Allows practices to measure weekly DNA rate
- Adopts run chart approach so calculates median
- Provides advice on changes to try to reduce DNAs
- Enables users to measure the impact of changes.



In addition to creating the DNA Excel Tracker to allow practices to measure their DNA rates, we are also working with Practice Index and a number of volunteer practices on an innovative study to assess which interventions have the most significant impact. In a nutshell, the study involves practices making simple and non-onerous changes to see what happens to the DNA rate. In the first cohort of the study, practices are adopting six simple changes over a six-month time period and CASC are collating and analysing the data. Our aim is to ultimately publish the outputs of this collaboration with Practice Index.