

Outpatient appointments - did not attends (DNAs)

Association of Community Health Councils for England and Wales - Hospital Outpatient Activity 2018



Description: -

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Health news briefing Outpatient appointments - did not attends (DNAs)

Notes: Title from cover.

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Missed hospital appointments cost €22m

And, they stand in the way of sick people from being seen. Hawton K, Bergen H, Simkin S, Dodd S, Pocock P, Bernal W, et al.

New ways to cut missed appointments

Appointments were randomly allocated to one of four reminder messages, which were issued five days in advance. But by making the appointment system fit into patient's lives more easily, the NHS hopes to cut the numbers of missed appointments and save precious resources. Martin SJ, Bassi S, Dunbar-Rees R.

Non

Patient-data-driven appointment scheduling across many services could revolutionize the services departments can provide, as well as mitigate costs and improve the efficiency. We did not have a directional hypothesis for the effect of the Empathy and Recording messages compared to the Specific Costs message.

Reducing DNAs

You should use a modern browser such as Edge, Chrome, Firefox, or Safari.

Summary report

Helping patients remember to attend, or reschedule, their appointments is a real battle. Citation: Hallsworth M, Berry D, Sanders M, Sallis A, King D, Vlaev I, et al.

Failure to attend out-patient clinics: is it in our DNA?

It is worth noting that the Social Norms message significantly increased the level of patient cancellations; however, we cannot interpret this as a poor outcome that increases harm, since a patient cancellation is one route to avoiding a missed appointment and attending at a future date.

Non

In the Hospital, appointments are timed and overbooking of clinics is not a regular feature so clinic slots that are not filled are effectively lost opportunities to provide patient care. I think if people realised the cost to the system of outpatient appointments, they would think twice about just not turning up. Optimization of services using technology is cost-effective by minimizing the strain on outpatient services as well as minimizing DNAs.

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