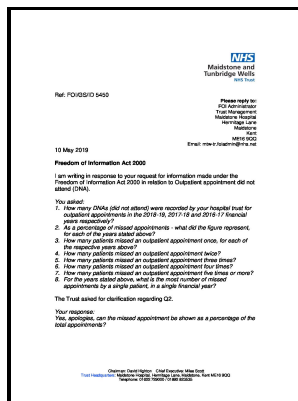


# Outpatient appointments - did not attend (DNAs)

## Association of Community Health Councils for England and Wales - New ways to cut missed appointments



Description: -

- Outpatient appointments - did not attend (DNAs)

-

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

Notes: Title from cover.

This edition was published in 1994



Filesize: 4.33 MB

Tags: #Reducing #DNAs

### New ways to cut missed appointments

**Acknowledgments** We would like to thank Tobias Alpsten, Greg Bird, Martin Rowden, Lynn Underhill, Lynne Fenwick, Tabitha Brufal, and Barts Health and iPlato collectively. DNA rates by age range were proportionally similar to the overall age profile of attenders. The Recording message produced a DNA rate of 9.

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

Given the scale of SMS usage, this is a significant opportunity for service improvement.

### Stating Appointment Costs in SMS Reminders Reduces Missed Hospital Appointments: Findings from Two Randomised Controlled Trials

**Method** Over a 2 month period the families of the children who did not attend DNA were telephoned and were asked a series of predetermined standardised questions. The results will need to be flagged up as appropriate via the use of an algorithm and then reviewed by a healthcare professional. Randomisation was applied to appointments, rather than to participants, which means that participants could receive the same or different reminder s over the course of the study.

### Non

A HSE spokeswoman said patients were asked to let their hospital know as soon as possible if they could not attend scheduled appointments so that other patients could be offered the appointments.

### McKesson launches text appointment reminder service

**Results** Between the 19th November- 14th December 2012, there were 107 DNAs whilst between 14th January- 15th February 2013 there were 170. Nearly 47% of families did not answer when called, but correct contact information is an issue as 17.

## **Nearly half a million outpatient appointments were missed last year**

Guy R, Hocking J, Wand H, Stott S, Ali H, Kaldor J. With this came cancellations of many specialist outpatient appointments. Publisher: Emerald Group Publishing Limited Copyright © 2011, Emerald Group Publishing Limited.

## **Isle of Man Government**

These lessons are valuable long beyond the scope of the current climate and could be used to continue to build on what we are able to provide to our patients across the UK.

## Related Books

- [Completing the journey - a mother and four daughters epic journey on their ancestors trails through](#)
- [How philosophy begins](#)
- [Preceptor de su Alteza - opereta bufa en un acto y tres cuadros](#)
- [Yves Bonnefoy](#)
- [Fishgang in Venetsye - lider un poemas](#)