

Outpatient Appointment DNA Supporting Information

DNAs have an enormous impact on the healthcare system in terms of cost and waiting time, significantly adding to delays along the patient pathway. Reducing the number of patient non-attendances can not only improve the efficiency of running a clinic, but can also save money.

This indicator measures the number of outpatient appointments where the patient 'Did Not Attend' against the total number of outpatient appointments. This includes Consultant, Nurse, Midwife, and other Care Professionals attendances, including Ward Attendances for nursing care.

Key steps to :

- Analyse your DNA rates to identify where these are out of line with the expected levels
- Make sure the appointment is necessary. Reducing the number of inappropriate follow-ups not only frees up time, it also reduces the number of patients who do not attend because they feel the appointment is unnecessary.
- Reduce patient anxiety by ensuring that they know what is going to happen and when; clear information is the key e.g. thorough pre-operative assessment• Reduce patient anxiety by ensuring that they know what is going to happen and when; clear information is the key e.g. thorough pre-operative assessment.
- Appointment cards/letters should be easy to read and understand. Aim for consistency of style by consulting receptionists, booking clerks, nurses and doctors. Consider re-designing your appointment letters and cards and canvas a cross section of patients on a range of designs.
- Provide a clear and easy contact point for patients to cancel and re-book appointments.
- Send reminders to patients, especially in specialties with high rates of non-attendance or for patients who receive appointments a long time in advance. Text messages are a useful way of sending reminders from three weeks to one day before an appointment (This may be more useful for some groups of patients than others).
- Ensure that appointments are made at a convenient time for both the patient and the hospital.

Further Information

NHS Elect – Service Transformation Tools
<http://www.nhselect.nhs.uk/Service-Transformation>

Information Shown

This indicator shows the financial productivity opportunity to be realised by reducing the excess DNA's that could have instead been spent on patient care.

This measure allows trusts to compare their DNA rates with the national distribution. A high level of DNA's indicates a system that might be making unnecessary appointments or failing to communicate clearly with patients.

Potential saving is defined as the excess DNA's (based on the selected percentile for each treatment function) per quarter multiplied by the Payments by Results (PbR) tariff. The potential saving is an indicator of opportunity cost – the amount that could have instead been spent on patient care.

Organisation Dashboard

The following information is displayed for managing DNA appointments.

DNA% - Percentage rate for the trust or treatment function

Financial Opportunity - The financial opportunity based on the quarter performance. Multiply by 4 to calculate annualised opportunity.

Volume Opportunity - Potential adjustment in attendance

Rank - Rank calculation based on DNA% within combinations of organisation type or Treatment Function and quarter of data

Rank	Information Shown	Productivity Opportunity	
1	Nhs england midlands and east (east)	6.24	2,486,169.35
2	Wessex Area Team	6.36	957,534.72
2	Nhs england south (wessex)	6.36	957,534.72
3	Nhs england south (south central)	6.42	1,497,070.45
4	Nhs england south (south west)	6.78	1,728,307.23
5	Nhs england south (south east)	6.85	3,454,127.98
6	Nhs england midlands and east (north midlands)	6.86	2,368,694.45
7	Nhs england north (cumbria and north east)	7.41	4,065,243.65
8	Nhs england midlands and east (central midlands)	7.58	3,081,012.81
9	Nhs england north (yorkshire and humber)	7.85	5,866,969.68
10	Nhs england midlands and east (west midlands)	7.94	7,092,183.98
11	Nhs england north (cheshire and merseyside)	8.92	5,193,172.82
12	Nhs england north (greater manchester)	9.08	4,436,739.68

13	Nhs england north (lancashire)	9.51	1,862,381.35
14	Nhs england london	9.86	24,193,500.08
14	London Area Team	9.86	24,193,500.08