# Shedding light on the mystery of DNAs in general practice

Harry Longman April 2013

#### Another 10 minutes wasted. Why does it matter?



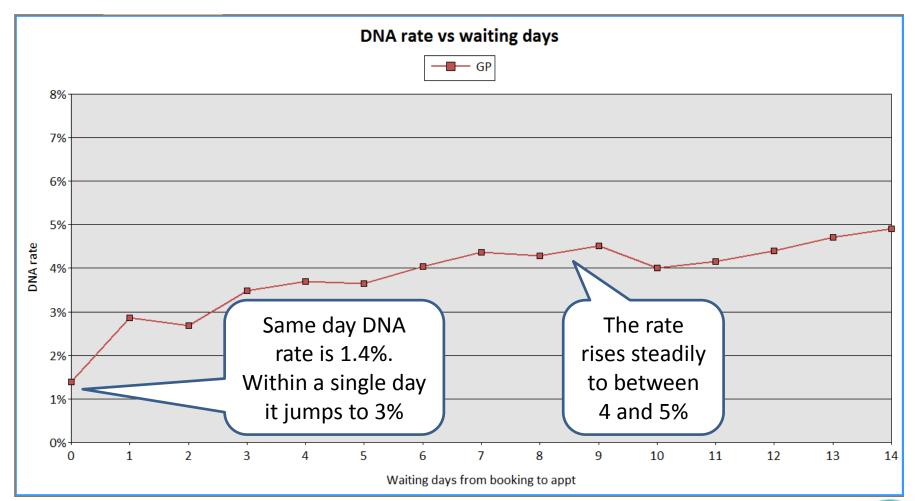
That so-and-so will go round the loop and see me again

They were turning patients away on reception, who did need to see me

Just another £200 million problem for the NHS

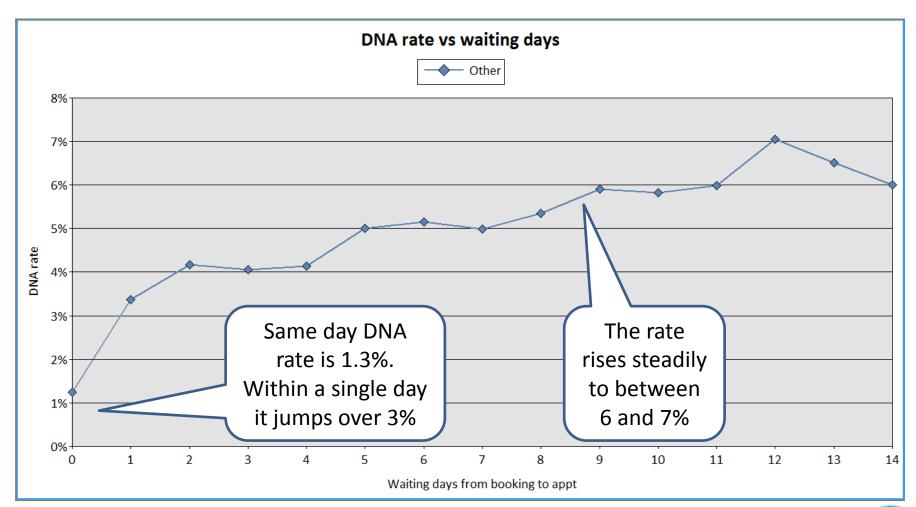


## Spot the relationship between GP DNAs and how many days the patient waits between the booking and the appointment.





## For other clinicians in practices, ie not the GPs, the same relationship applies but DNA rates are higher overall.

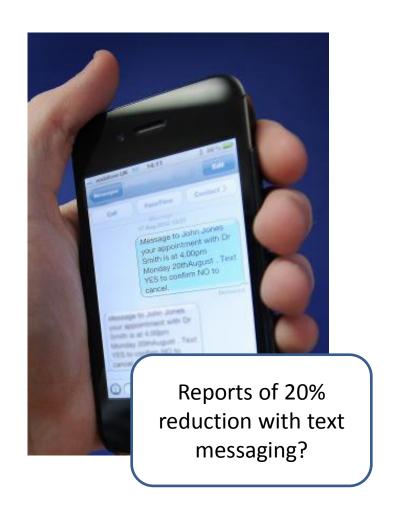




#### What hasn't worked (much) in the effort to reduce DNAs?

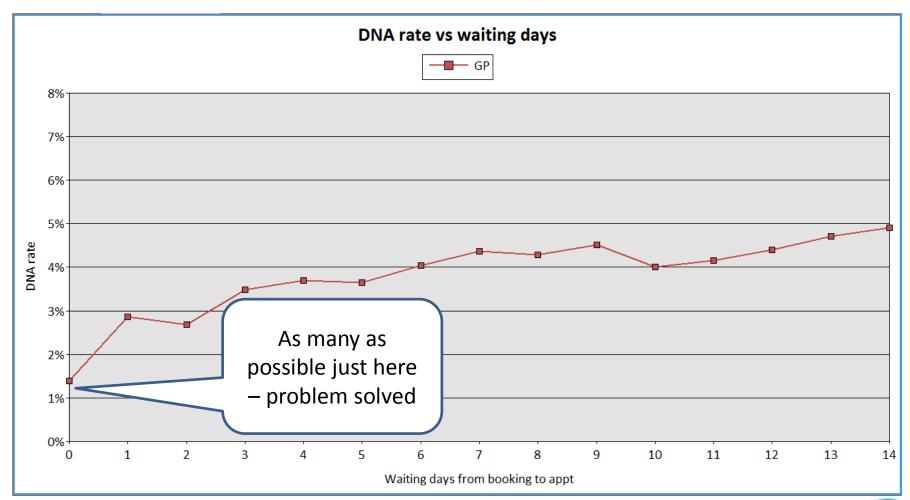


If this worked they would stop having to do it wouldn't they?



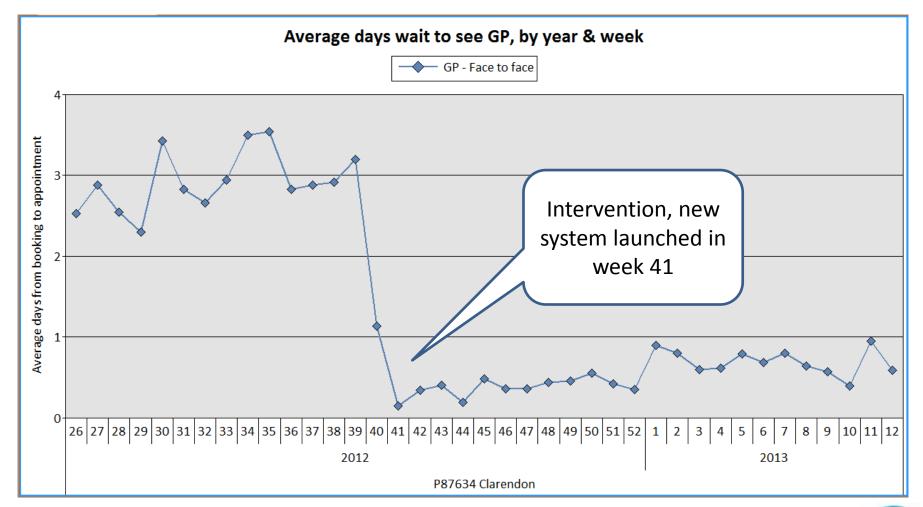


## The obvious solution: if all appointments were offered on the same day, DNAs would drop.



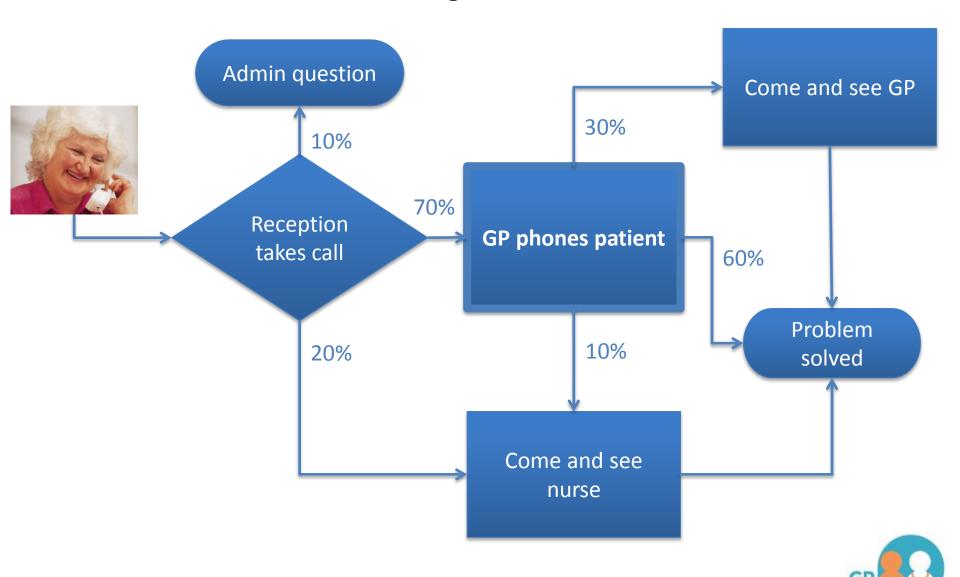


Average days wait at this Salford practice dropped from three to under one, 90% seen the same day. A few patients choose to wait a day or two.

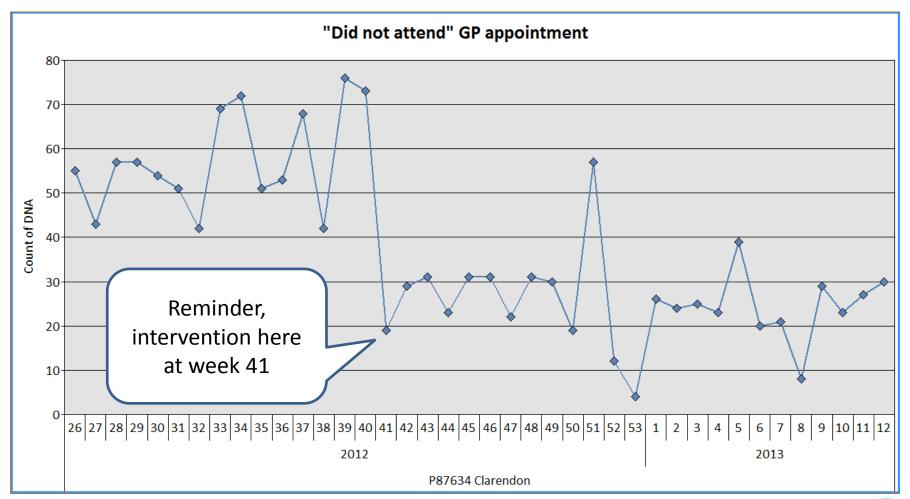




Reduction in DNAs is not the aim, but merely a by product of a fundamental change to the access model.

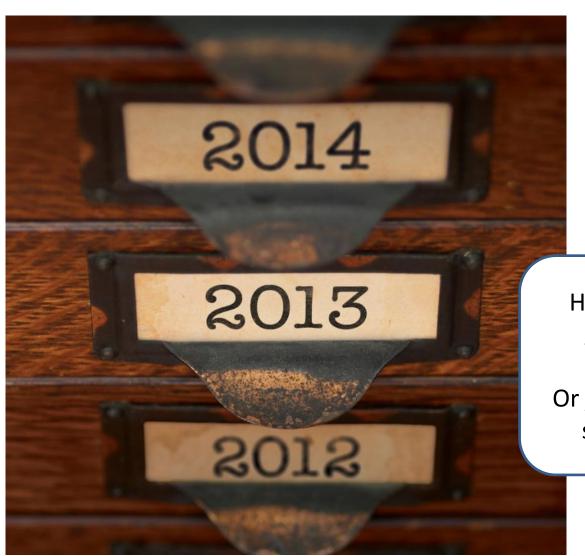


### As predicted, DNAs for GP appointments have dropped over 50%. Similar outcomes are seen repeatedly with other practices.





#### Now, are DNAs a people problem or a system problem?



How many years are we going to try changing behaviour?
Or just change the practice system in four weeks.



Here's a one word solution to the mystery of DNA



#### Note on method

Data was collected from 39 practices

Periods are from January 2011 to March 2013.

Total count of appointments analysed: n = 837,208

Method: Select face to face appointments and count by number of days between booking and appointment.

DNA rate = (count of DNAs)/(count of DNAs plus finished)

Summary		
Role	Status	Count
GP	Did Not Attend	11015
	Finished	438841
Other	Did Not Attend	18094
	Finished	369258

