

'Did Not Arrive' RATES (DNA)

Were you one of the 160 who missed out?

We at The Elms strive to provide you with good rapid access to Doctors and Nurses by phone or in person with an appointment system. A large number of appointments are provided to cope with routine and on the day requests. The vast majority of patients are excellent at keeping their appointments. However there is a significant minority of patients who make appointments with the Doctor or Nurse and then do not turn up for the appointment.

For example:

In September 2011 **120** patients failed to attend their GP appointments. Another **40** patients failed to show up for appointments with the nurses.

That's **160** patients who had to wait longer than was actually necessary to see a doctor or a nurse.

You could have been one of the 160 who had to wait.

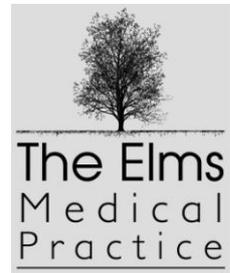
What a waste of precious health professional time.
What a wasted opportunity for our patients.

We are determined to do something about this, with your help. We have a few suggestions we'd like to ask you about and if you have any other ideas, we would like to hear about them!

We would therefore like your thoughts for the following survey questions to help improve the DNA rates. **Please circle Yes or No.**

- 1) Would a facility on our website, to enable patients to cancel appointments, be useful? **Yes / No**
- 2) Would you like the 'non-attendance' rates advertised on our website and in the surgery? **Yes / No**
- 3) Do you think it would be a good idea to send an email alert to patients who regularly DNA their appointments? **Yes / No**

If you have any further thoughts or comments please add below:



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