

'Did Not Arrive' RATES (DNA) Survey Results.

50 surveys sent out

24 surveys returned (48%)

1) Would a facility on our website, to enable patients to cancel appointments, be useful?

YES = 22

NO - 2

2) Would you like the 'non-attendance' rates advertised on our website and in the surgery?

YES = 23

NO = 1

3) Do you think it would be a good idea to send an email alert to patients who regularly DNA their appointments?

YES = 20

NO = 4

Comments:

Email or text reminder to regular DNA patients on the previous day of appointment.

Text might be a useful weapon

Would like to see DNA rate of doctors!

Simplify the recorded phone message

If patients do not phone to cancel appointments, I doubt they will cancel on line.

Good policy to advertise number of appointments not attended expressed in hours lost in the waiting room.

Clear policy of cancelling an appointment giving an agreed amount of time prior to appointment or charge at the discretion of the GP/Nurse.

Frustrating hanging on line in a queue – improve the telephone service.

Profile DNA numbers primarily by age – knowing the age range would help select the appropriate form of communication.

Older people often forget and not necessarily PC literate so how do we effectively reach that group of patients?

My optician sends an automated reminder the day before an appointment by text – great idea!

Regular non attendees only offered last appointment of the day thus causing minimum disruption and revised if behaviour improves.

Name and shame but then confidentiality would over ride that.

Telephone cancellation line.

Late arrivals due to difficulty parking.

DNA patients – did they go to out of hours instead out of desperation.

As a one off contact the DNA patients to find out why they DNAd.

Onus on the patient to keep track of their appointments.

Have you considered making a charge for missing an appointment. Money seems to be the only language some people understand.

Make it clear that it is unacceptable practice. Make regular DNA patients uncomfortable when making an appointment.

Surprised patients cannot book appointments on the website and set up automatic text alerts with a facility to cancel.

Recognise that DNA is a serious issue but mainly failings of patients, would have thought first priority would be to ask customers for their view on the service (which on the whole I find to be excellent).

Could there be the means to leave a message cancelling an appointment on the telephone?

Perhaps they would respond to being texted, most people do not ignore their mobile phones.

In addition to email alerts, set up text messaging.

Totally agree that this needs to be addressed. Would be interested to hear whether there is a predominant reason why people DNA – have regular offenders been surveyed?

Texting facility.