

Nightingale Valley Practice

General Practice Questionnaire results February/March 2014

Dear Patient

Thank you for taking the time to complete this survey. We are keen to get your opinion on the service we offer here and how we can improve it.

This survey focuses on DNA's (Did Not Attend), that is, patients who miss their appointment without letting us know.

In the last year there were 2078 appointments which the patient did not attend and did not let us know in advance. This equates to at least 346 hours of Doctor and Nurse time and 2078 appointments that could have been used by other patients.

We would be grateful if you could answer the questions below to help us understand and tackle the problem

We have received 70 responses

1) Where you surprised by the figures?

Yes	No
58 – 83%	12 – 17%

2) Are you concerned by the number of DNA's

Yes	No
62 – 88.5%	8 – 11.5%

3) If Yes, why are you concerned? More than one answer given in some cases

I have found it difficult to get an appointment in the past	It is a waste of public resources	Other (please give more information)	Not answered
39	33	15	8

- It wastes drs and nurses time which would be better used for patients who need an appointment urgently
- more appt for others
- people should have to pay a fine
- it is disrespectful
- waste of Drs valuable time
- doctor could be seeing other patients what need to be seen more urgent
- should be penalised for next appointment
- it completely disrupts the appt system and wastes valuable drs time
- cost to the NHS. Could be used in other important areas
- difficult to get an appt at reasonable times
- I know of a certain individual who regularly misses appts when people who are working can not get an appt to suit
- waste of time and money
- because it is very difficult to get appointments and I work, have a mother to care for and other duties

- it wastes an appt that someone may urgently need
- Something you could consider doing is looking at statistical patterns in DNA's by time period and then overbooking appointments based on any patterns that emerge eg suppose you found that more appointments were missed on a Monday due to people getting better over the weekend, you could book more patients in on a Monday than you have appointments for (spreading them through out the day to avoid too big a build up at any one time), in the knowledge that all these people could probably still be seen. You could use shorter or longer timescales depending on what your analysis throws up (e.g. is there a peak in DNA's at certain times of the day, in school holidays, and soon) and tailor the amount of extra appointments you book to fit the expected pattern. I'd advise starting gently with just one or two extra appointments per day then increasing over a period of a few weeks or months until you reach a balance whereby busy days are balanced out by lighter days (acknowledging that you're never going to reach a perfect spread of workloads)
Other ideas you could explore include: sending text message reminders, talking to other surgeries to find out how they tackle the problem, teaming up with other surgeries to implement a joint solution if going it alone is too expensive. Offering varying appointment lengths (eg sometimes I've only needed a 2 minute chat, other times I've needed a 20 minute session). Doing this would give you a more accurate picture of patient needs, reduce waits in surgery, and help you plan overbooking.

4) We all miss appointments from time to time. Have you ever missed an appointment at Nightingale Valley Practice? If no, please go to question 10

Yes	No
14 – 20%	56 – 80%

5) Who was the appointment with?

Doctor	Nurse	HCA	Phlebotomist	Other
5	9	0	0	0

6) How long was the appointment for?

10 minutes	20 minutes	30 minutes	Appt with both GP and Nurse	Don't know
12	0	0	0	2

7) Why did you make the appointment?

I was not feeling well	I was asked to come in for a follow up appointment	It was for a review of a long term disease (eg Asthma)	I was asked to come in for a medication review	Other (see below)
5	2	0	0	6

- I was depressed and worried about coming
- regular blood test
- Vit B Inj
- to have bloods taken
- smoking
- Hep B

8) Why did you miss the appointment?

I got better	I didn't think appt was necessary	I forgot about the appt	I have memory problems	I was sent a letter with an appt that was not convenient	I was worried or embarrassed about attending	I couldn't get through on the telephone	I didn't think I needed to let the surgery know	Other (see below)
1	0	6	3	1	1	1	0	2

- I came the day after
- Appt was over a week ahead for my daughter she had a boil on her face that was being pushed out. It fell off before the appt forgot to cancel the appt

9) If you forgot about the appointment, how long beforehand has you made it?

The same day	A few days before	More than a week before	Up to a month before	More than a month before	Not answered
0	3	5	2	1	3

10) What could we have done to help? If you have never missed an appointment, please tell us what you think we could do to help other patients. (more than one item answered in some cases)

Make sure the appt is written down	Make it easier to cancel appt on line	Inform your partner or carer you have an appt	We ask you to call to make an appt rather than booking one on your behalf	Make it easier to cancel by phone	Other (see below)	Not answered
34	16	10	7	19	12	8

txt people on morning of appt
 long wait to get through on phone quicker response
 txt reminder to attend or cancel
 automated text 24 hr before appt with ability to reply to txt to automatically cancel the appointment refer to Nottingham NHS
 difficult ringing at certain times maybe a line just for cancellations
 a txt message
 text reminder
 make it faster to get through on phone
 have a separate telephone line purely for cancelling appts where you can leave a message

11) Do you think it is appropriate to have sanctions for people who regularly or repeatedly DNA?

Yes	No	Not sure/not answered
50 – 71.5%	8 – 11.5%	12 – 17%

12) What sanctions do you think might be appropriate? (more than one item answered in some cases)

Write to them	Phone them and point out they have missed an appt	Remove them from the patient list (after warnings)	I do not think sanctions are appropriate	Other (see below)	Not answered
20	33	21	7	6	6

- also charge them an appropriate amount
- charge for missed appointments
- if 3 or more involved a warning to find another drs
- one appt I came down for, 13 people missed their app that afternoon
- charge for missed appointments especially if person regularly forgets or does not bother to turn up. Money to be used to improve surgery facilities, equipment etc
- I'm uncomfortable with the idea of sanctions, as that starts to move ever so slightly away from the idea that the NHS is there to provide a service whenever people need it. The DNA problem is never going to go away completely, so I think it's better to try and adapt to live with it

13) are you male or female?

Male	Female
23	45

14) how old are you?

Under 16	17-24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85 or over
0	3	4	8	13	15	25	0	0

15) How would you describe your ethnicity?

White	Black or black British	Asian or Asian British	Chinese	Mixed	Other Ethnic Group	Prefer not to say
66	1			1		2

16) How often do you come to the practice?

Regularly	Occasionally	Rarely	Never
31	21	15	3

17) If you represent any particular patient group as a carer or through your work, please specify

Children	Learning Disabilities	Physical Disabilities	Elderly residential or nursing homes	Patients with mental health problems	Not applicable
2	1	3	1	3	60