

Did Not Attend (DNA)

April 2015

Version 2

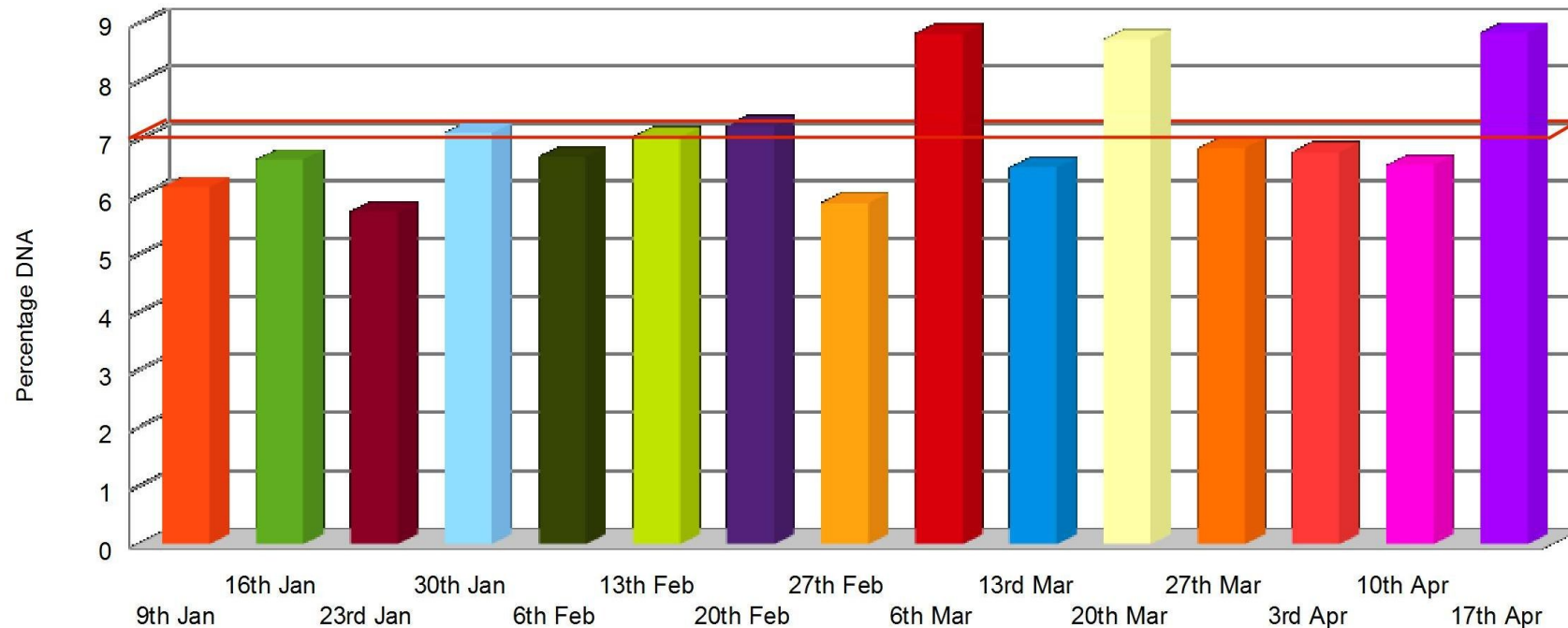
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Vice Chair/Secretary, Wychbury PPG

Did Not Attend – DNA – The Facts

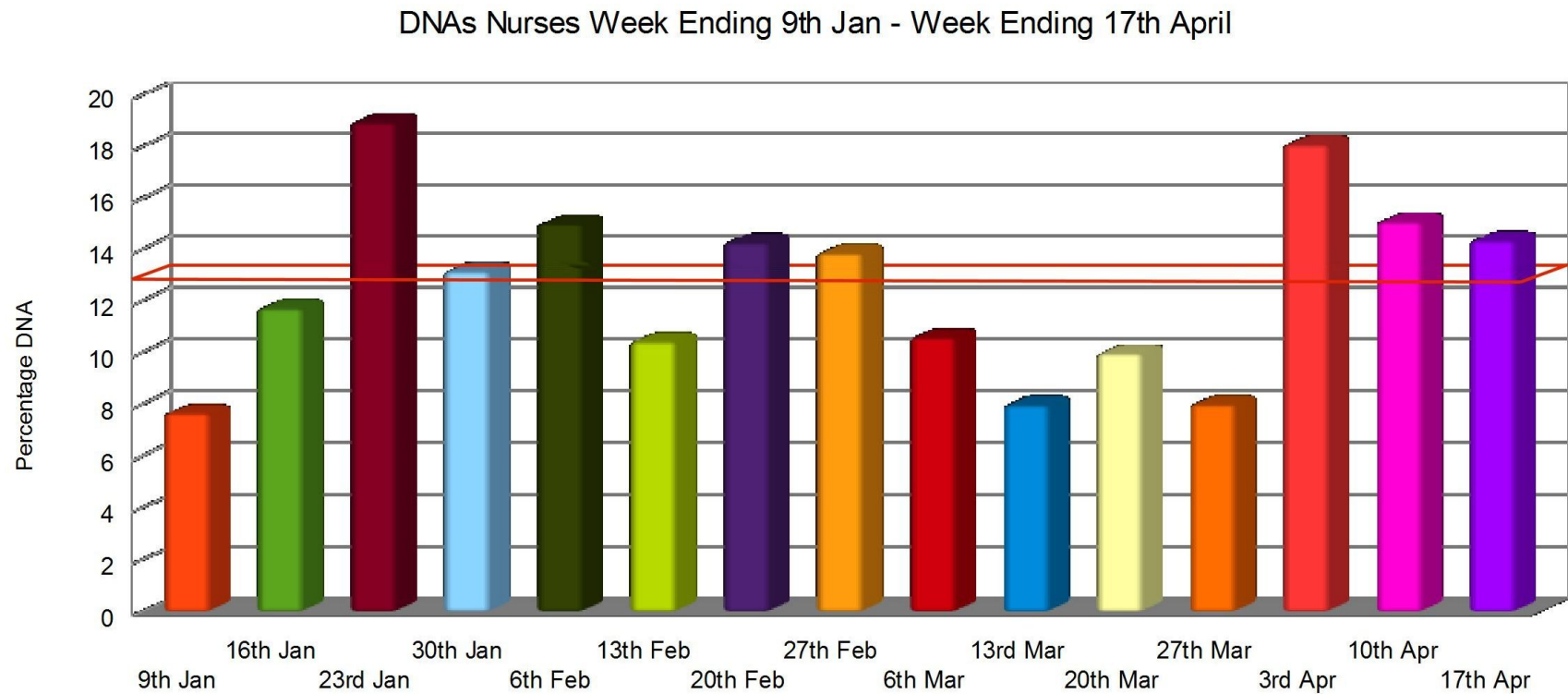
Since the start of the Productive Practice Program in 2014, Wychbury Medical Group have been monitoring and recording DNA. This page shows a set of data regarding DNA for ANPs and GPs covering the period 2nd January - 22nd April 2015. The maximum value was 8.8% during the week ending the 6th of March, the lowest was 5.7% during the week ending the 23rd of January. The average across the whole period was 7.03%.

DNA's Advanced Nurse Practitioners and Doctors Week Ending 9th Jan - Week Ending 17th April



Did Not Attend – DNA – The Facts

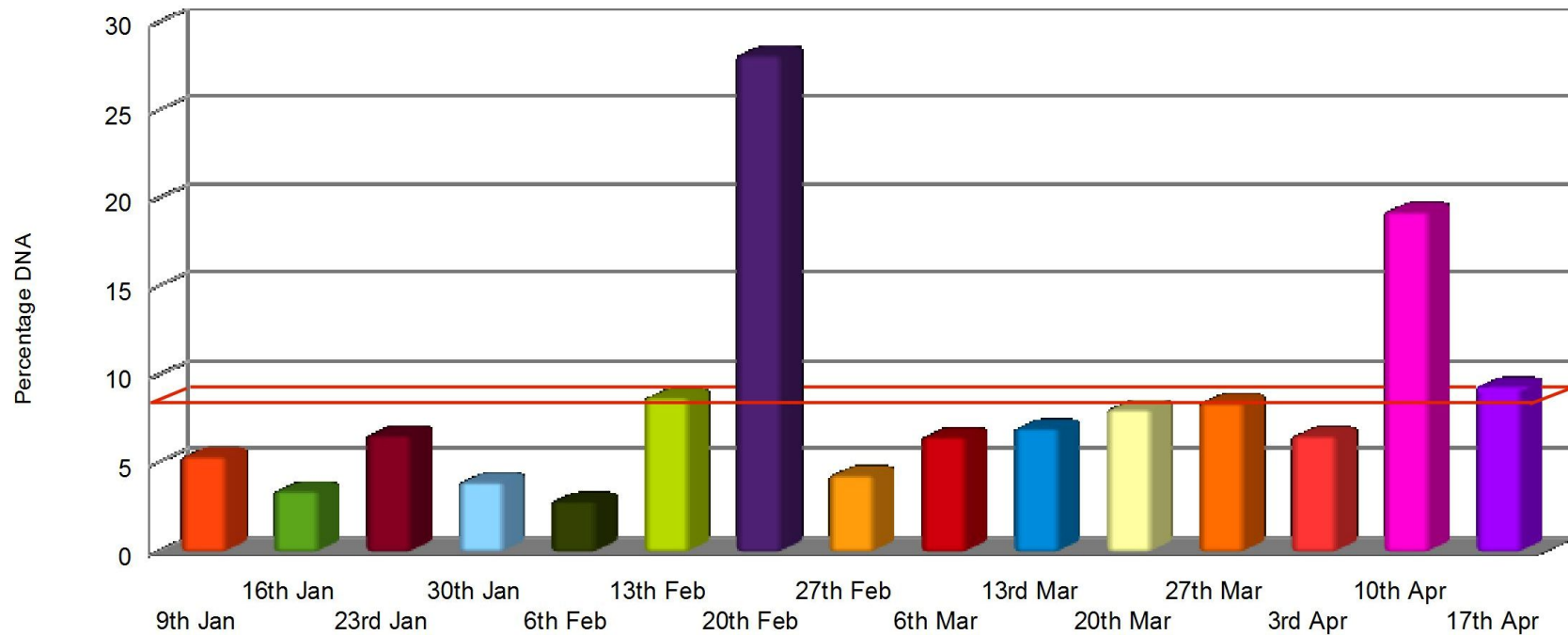
The second graph shows nurse appointments by week, with a maximum of 19% appointments lost due to DNAs during the week ending 23rd of January 2015. The minimum was 7.69% during the week ending the 9th of January. The average for the whole period was 12.6%.



Did Not Attend – DNA – The Facts

The third graph shows average DNAs appointments for Health Care Assistants (HCA). The worst week for DNAs was the week ending the 20th of February with an average of 28% DNAs. The best week was the week ending the 6th of February with an average of 2.8% DNAs. The average for the whole period was 8.5%.

DNAs Health Care Assistants Week Ending 9th Jan - Week Ending 17th April



Did Not Attend – DNA – The Facts ANPs and GPs

During this period the practice provided 14,522 ANP and GP appointments, 1019 of these were wasted as the patient failed to attend. This is 7% of the appointments or 169 lost hours, an average of 11.3 hours per week, 2.3 hour per day.

The cost to the NHS at £46.00 per appointment is £46,874.00
for the period Jan – April 2015.

**Or if we continue at 7% for a whole year we will loose –
3397 appointments, at a cost to the NHS
of approximately £156,262.00**

Above costs are based on NHS England quote of £46.00 per average appointment of 11.7 minutes as the cost to the NHS and working 5 days per week 50 weeks per year.

Did Not Attend – DNA – The Facts

Likewise during this period the practice provided 5625 nurse appointments, 681 of these were wasted as the patient failed to attend. This is 13% of the appointments or 176 lost nurse hours, an average of 11.7 hours per week, 2.3 hour per day.

**The cost to the NHS at £13.69 per appointment is £9323
for the period Jan – April 2015.**

**Or if we continue at 13% for a whole year
we will loose – 2270 DNA appointments,
at a cost to the NHS of £30,395.**

Above costs are based on NHS England quote of £53.00 per hour which for an average appointment of 15.5 minutes is a cost to the NHS of £13.69 and working 5 days per week 50 weeks per year.

Did Not Attend – DNA – The Facts

During this period the practice provided 3865 Health Care Assistant appointments, 281 of these were wasted as the patient failed to attend. This is 8.5% of the appointments or 72.5 lost HCA hours, an average of 4.8 hours per week, almost 1 hour per day.

**The cost to the NHS at £5.17 per appointment is £1453
for the period Jan – April 2015.**

**Or if we continue at 13% for a whole year
937 DNA appointments,
at a cost to the NHS of £4843.**

Above costs are based on an estimated cost to the NHS of £20.00 per hour which for an average appointment of 15.5 minutes is a cost to the NHS of £5.17 and working 5 days per week 50 weeks per year.

Did Not Attend – DNA – The Facts

The total cost to the NHS during the period 2nd of January to the 17th of April is therefore £57,650 or for the whole year if the rates of DNA remain the same will be:

Costing The NHS £192,167.

What Do You Think We Should Do?

Wychbury patients suggested:

- Fine Them – 37%
- Expel them from the Practice – 26.7%
- Do Not Offer Them Timed Appointments – 10.4%