

# 10 High Impact Actions

1:  
**ACTIVE SIGNPOSTING**



2:  
**NEW CONSULTATION TYPES**



3:  
**REDUCE DNAs**



4:  
**DEVELOP**

**3:**

## **REDUCE DNAs**

- Easy cancellation
- Reminders
- Patient recording
- Read-back
- Report attendances
- Reduce 'just in case'



7:  
**PARTI**

10:  
**DEVELOP QI EXPERTISE**



Innovations from around England that release time for GPs to do more of what only they can do.

[bit.ly/gpcapacityforum](https://bit.ly/gpcapacityforum)

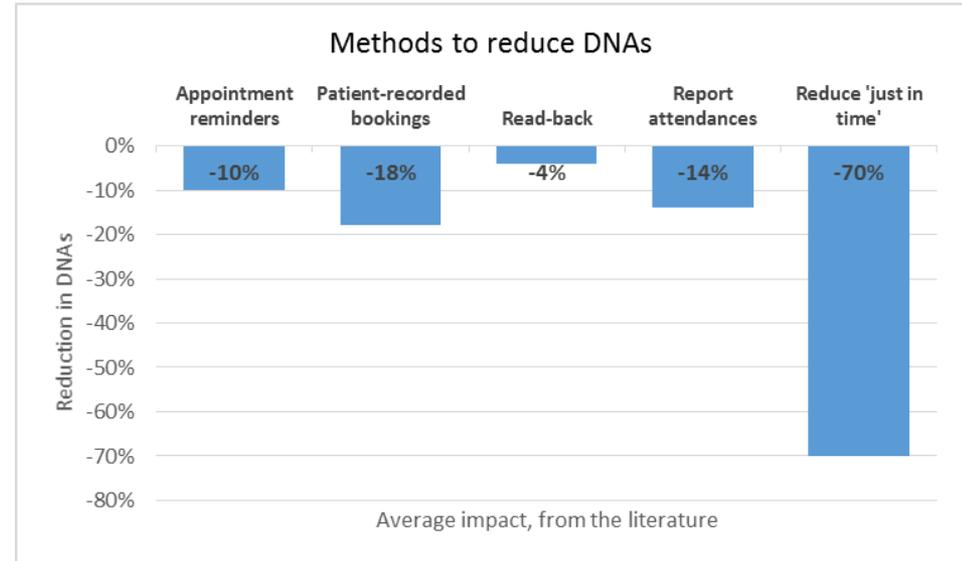
#GPforwardview



## 3 Reduce DNAs

### The ideas

- Make it easy for patients to cancel.
- Send appointment reminders (text/email) → 10% reduction.
- Patients write their own booking → 18% reduction.
- Patients read-back appointment details → 4% reduction.
- Report how many appointments were kept last month rather than DNAs → 14% reduction.
- Reduce 'just in case' booking by improving same day access → up to 70% reduction.



### Implementation tips

- These are additive - implement several of them for best effect.
- Measure DNAs periodically to identify any needs for additional solutions.





### FAQs ...

- Don't clinicians benefit from the occasional DNA, to catch up during a clinic?
  - Practices sometimes note that, for busy clinicians, a DNA may provide a welcome opportunity to catch up, write notes or take a quick comfort break. That is often true - however, increasingly, practices are recognising that, if it's important for clinicians to have time for those things during a clinic, they should be included in a planned way, rather than leaving it up to chance.
- Aren't practices already doing everything they can do reduce DNAs?
  - Almost every practice has done at least something to try to reduce DNAs. However, the evidence shows that it's usually necessary to do several things, and that some of the common approaches need adjusting in order to be successful.
  - By far the most effective means of reducing DNAs appear to be rearranging the appointments system to reduce 'just in case' booking ahead by patients - the DNA rate for these can be as high as 25%. If patients have confidence that, when they need help, they can call on the day, DNAs almost disappear.