

Reducing DNA Rates for Community and Outpatient Appointments

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Aim

Our aim for services will be to achieve 10% DNA target by June 2016, across our care coordinated services which will include Community Mental Health Teams and NSF teams.

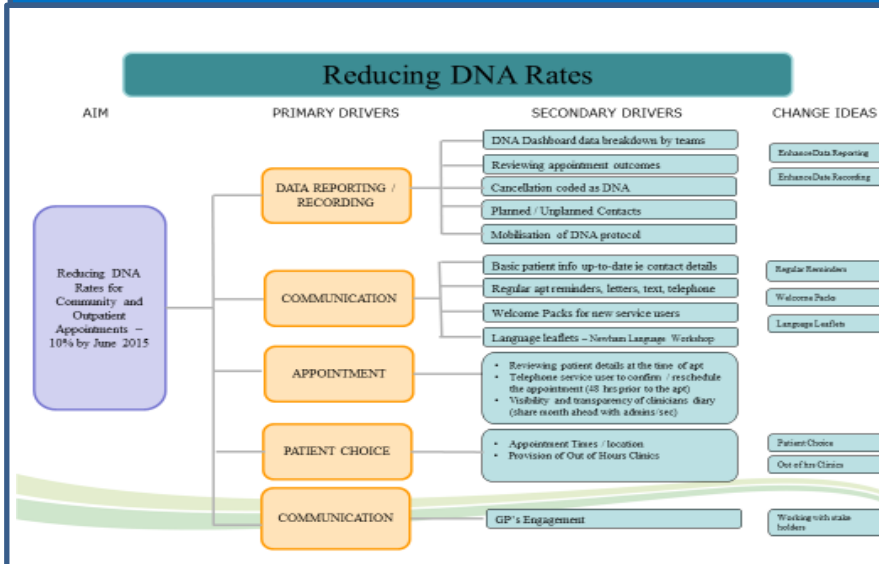
Why is this important to service users and carers?

Our proposal will outline phase approach which will enable us to address some of the complex issues faced by our services users and mental health services.

Tests of Change

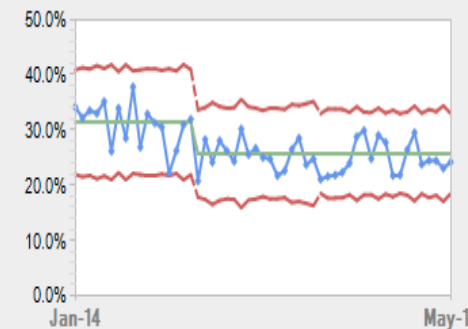
- Enhance Data Reporting
 - DNA team level dashboards
- Enhance Date Recording
 - DNA Guidelines disseminated
- Regular Reminders
 - Text Reminders
 - Telephone call reminders
- Welcome Packs
 - Information leaflet for GP, Service users and Carers
 - Language Leaflets

Driver diagram



Data

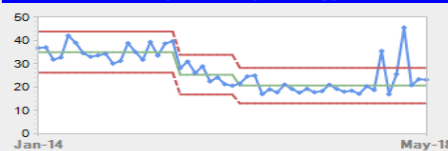
Percentage of first appointments (face to face) not attended P Chart - (Monthly)



Average waiting time from (GP) referral to first F2F appointment (clock reset rules) I Chart - (Monthly)



Average waiting time from referral (All Referrals) to first F2F appointment (clock reset rules) I Chart - (Monthly)



Learning and what next?

- Sustained monthly reduction in first appointment DNAs to 25% average, total reduction of 19%
- Wait times for GP referrals reduced to 17 days, on average. A reduction of 50%
- Wait times for all referrals, including non-GP referrals, reduced to 20 days on Average. A reduction of 42% from baseline.