Tackling DNAs in the Community Sexual and Reproductive Health Department Project Lead – Justine Cottle, QI Coach – Lucia Boguzas, Sponsor – Ian McKay

## East London NHS Foundation Trust

Y DRIVERS CHANGE IDEAS

Overbook by one patient

Impact of DNA not understood

Appointment Reminders

Location of Notes

Dealing with irregular menstruation

Phone Line Capacity Limits

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Staff Skill Mix

Booking reneats

Ability to cancel / inform about

DAIA manaking

EPR

Use mobile for additional lines

## **Aim**

To reduce by 50% the number of patients who do not attend Specialist Clinics appointments in the Community Sexual and Reproductive Health Department by May 2016.

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Appointment Processe

## **PDSAs ramps**

- Txt/email appointment details following a call
  - Text appointment reminders including cost and how to cancel

## **DNA** data

