

CASC project to reduce DNAs

Factsheet 1



Background

The Clinical Audit Support Centre Ltd. have experience working with practices to try and reduce their DNA rate. Over time we have tried various interventions. The purpose of this 6 month project (that will run from July to December 2017) is to work with a number of like-minded practices to try and reduce their DNA rate. To allow us to measure systematically, all practices taking part in this project are asked to implement the same interventions in the same month. We will advise on the simple interventions and provide support as required.

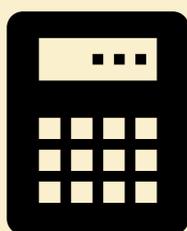


Project overview



First steps

As the purpose of this initiative is to try and reduce the number of DNAs, it is imperative that we identify the current and historic DNA rate in the practice. With this in mind, all practices taking part in the project will need to be able to calculate their weekly DNA rate from the start of January 2017 through to the end of the year. We define 'weekly DNA rate' as the number of missed appointments with clinical staff from Monday to Friday or Saturday (depending on practice opening hours). We will supply a spreadsheet for tracking weekly DNAs.



What is required



July intervention

The first intervention that we want practices taking part in the study to try is a simple technique that has been used to good effect in the restaurant industry. All we want you to do is to ask those who take calls from patients booking appointments is to end the call with the question 'will you promise me that if you can't attend your appointment or no longer need it then you will ring the practice and cancel?' The idea here is to try and get patients to enter into a verbal contract whereby they promise to cancel if they can't attend.



Step one



If you would like more details contact info@clinicalauditsupport.com
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