

Reducing DNAs in the Clinical Health Psychology Service

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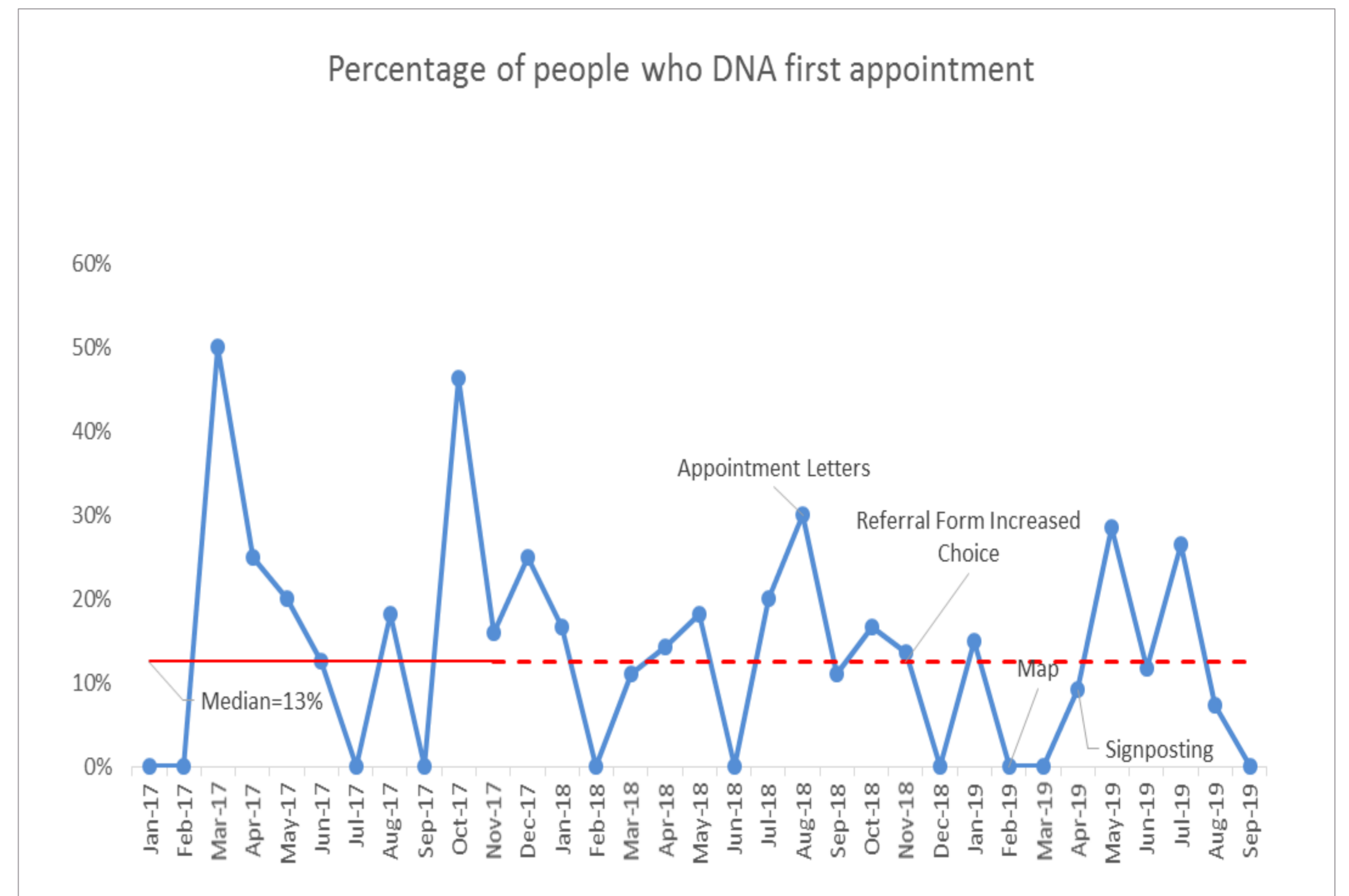
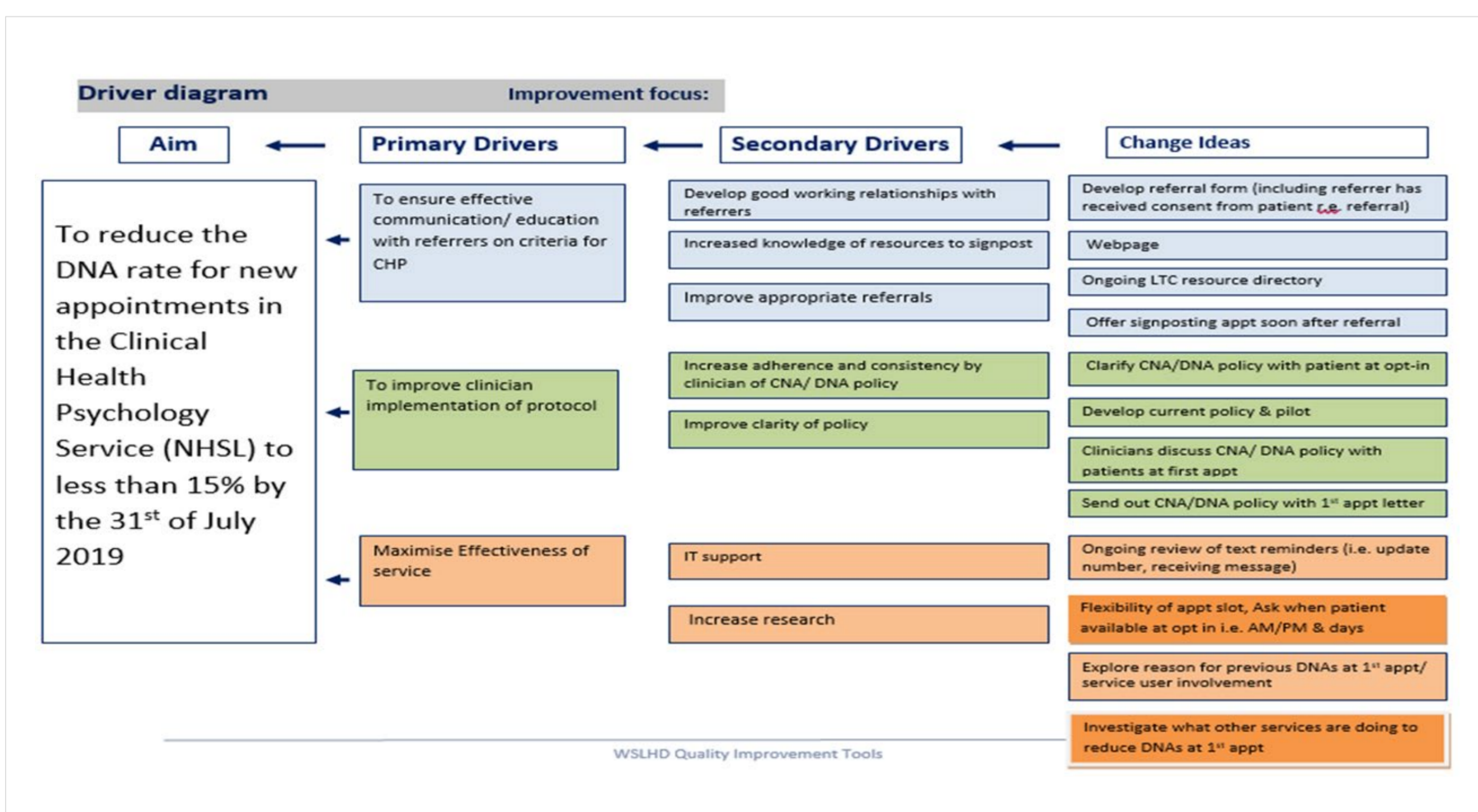
Introduction

DNAs impact on clinicians, administrative staff, service users and referrers. High DNA rates increase waiting times as well as admin time (i.e. letters/making phone calls). DNAs reduce clinician productivity & can impact on managing a caseload effectively. They can also potentially negatively impact the therapeutic relationship.

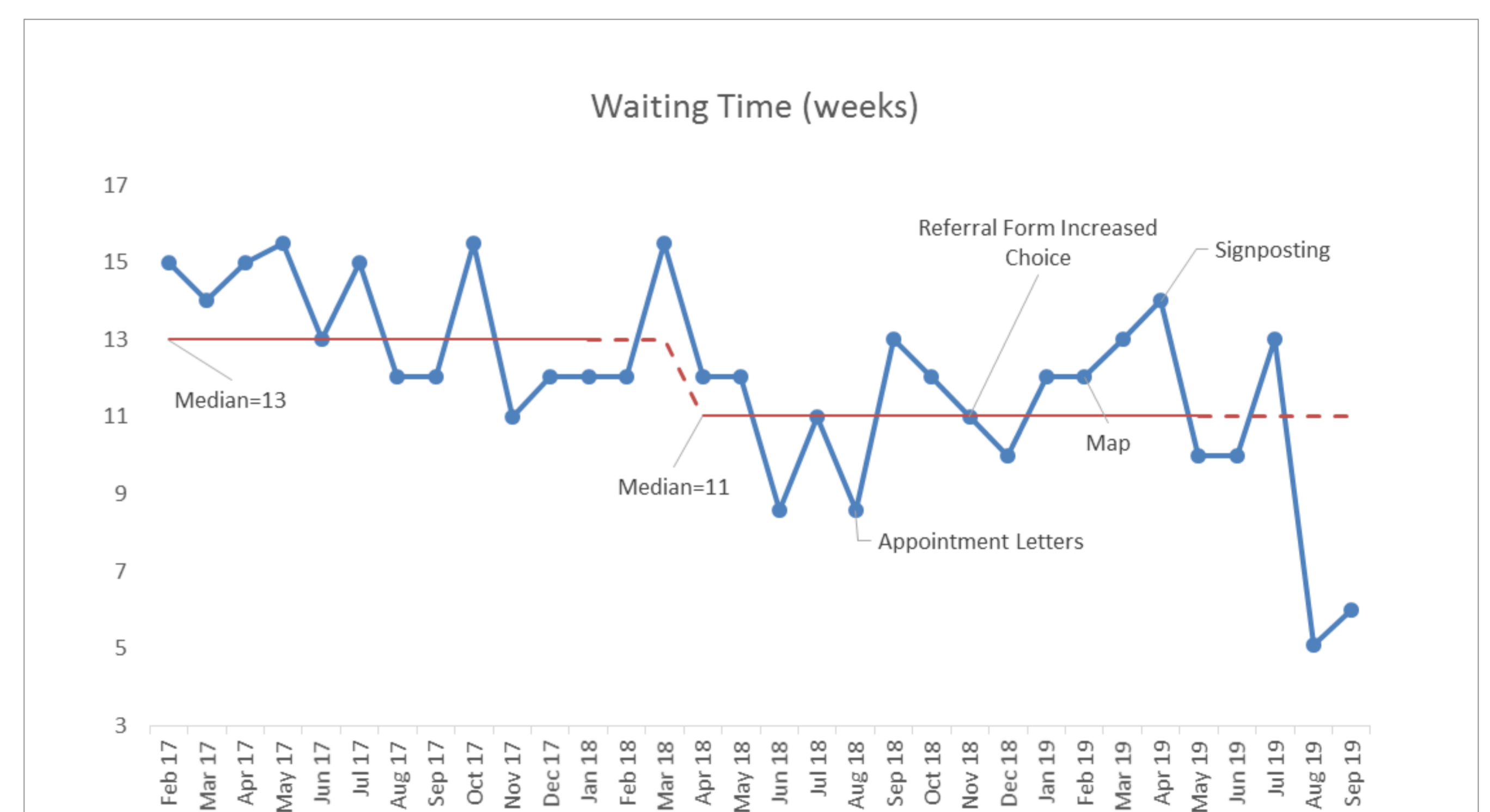
To maximise capacity and increase access to psychological therapy the service needs to work as efficiently as possible and reduce wasted appointments.

Methods

The team developed and tested a wide range of changes to reduce DNAs.

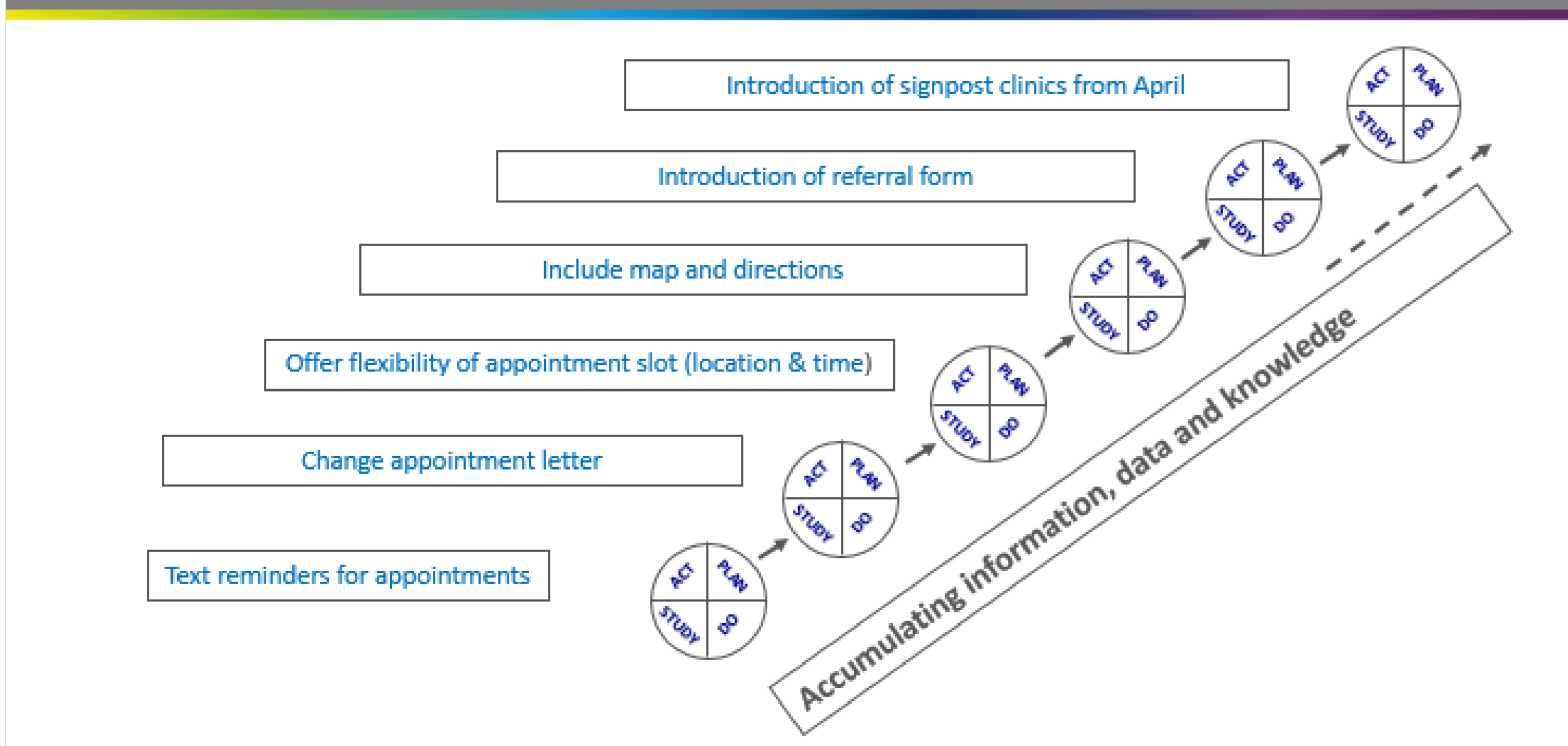


It is important to understand our levels of DNA so that we can identify improvement opportunities.



The median waiting time for the service has reduced from 13 to 11 weeks.

Tests of change / PDSAs / Testing



Conclusions

What we have learned	Future plans
Engage the wider team	Qualitative data – DNA reasons
Impact on admin	Signposting outcomes & patient perspective
Patient perspective	Share QI work with other teams
Challenge of IT systems	
Trust project updates	
Successful	