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.

- **Driver diagram**
  - **Primary Drivers**
    - To reduce the DNA rate for new appointments in the Clinical Health Psychology Service (NHSS) to less than 15% by the 31st of July 2019
  - **Secondary Drivers**
    - To ensure adherence to CAMHS/DEP/CRC standards on timing of first appointment
    - To implement improved communication of appointment details
    - To maximise effectiveness of service

- **Change Ideas**
  - Increase awareness and understanding of benefits (i.e. letters)
  - Enchanting (e.g. improving letters)
  - Identifying other ways to reduce DNA (e.g. missed calls)

- **Tests of change / PDSAs / Testing**
  - Introduction of signpost clinics from April
  - Introduction of referral form
  - Include map and directions
  - Offer flexibility of appointment slot (location & time)
  - Change appointment letter
  - Test reminders for appointments

Conclusions
- **We have learned**
  - 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.

- **Future plans**
  - Qualitative data – DNA reasons
  - Signposting outcomes & patient perspective
  - Share QI work with other teams