

Knowledge and Library Services Case Study

Doncaster & Bassetlaw Teaching Hospitals NHS Foundation Trust Knowledge & Library Service: Outpatient DNAs

Date 10.6.2022

Reason for enquiry

Did Not Attend – why do people miss outpatients appointments?

What the knowledge and library specialist did

After a comprehensive literature search, a collection of the most relevant reports and articles examining the reasons for missed appointments in outpatients (excluding cancer related appointments at the request of the enquirer) was provided, sorted into major reports and journal articles. Also, a number of articles on improving DNA rates in outpatients settings was also provided.

Impact of input from the library and knowledge service

Approx. 30 of the articles provided were used to inform a pilot study to look at reasons for DNAs in Orthotic outpatients at DBTH and implement changes to attempt to reduce them

Immediate Impact

“Reducing DNAs improves the patient experience, improves resource use, and reduces costs. A pilot scheme reduced DNA rates from 13% to 9% - a reduction of 30%”

Probable future Impact

The measures implemented are likely to be spread to both Speech & Language Therapy and Physiotherapy outpatients.

Name and Job Title:

Name: Graham Moore

Job Title: Clinical Lead, Orthotics

For further information on how you can get similar support contact your local NHS library and knowledge service.

Submission Details

[To be completed by Knowledge and Library Service at the point of submission]

Name of Organisation

Doncaster & Bassetlaw Teaching Hospitals NHS Foundation Trust

Knowledge and Library Service Contact Email:

Katherine.france1@nhs.net

Title of Case Study

Did Not Attend – why do people miss outpatients appointments?

NHS Region *[Make bold the option which applies:]*

East of England

London

Midlands

North East and Yorkshire

North West

South East

South West

Sector *[Make bold the option which applies:]*

Acute

Acute and community

Care Trust

Clinical Commissioning Group

Commissioning Support

Community Trust

Cross-sector

Local Education and Training Board

Mental Health

Mental Health / Learning Disability

Mental Health / Social Care

Primary Care

Public Health

Shared Service / Informatics

Special HA

Other. If other, please specify

Group Impacted *[Make bold the option which applies:]*

Additional Clinical Services

Administrative and Clerical

Allied Health Professionals

Estates and Ancillary

Healthcare Scientists

Medicine and Dental

Multiprofessional

Patients, Carers and the Public

Nursing and Midwifery

Scientific and Technical

Students

Impact Types *[Make bold any of the impact types below which apply]*

Contributed to personal or professional development

Contributed to service development or delivery

Facilitated collaborative working

Health Information for Patients, Carers and the Public

Improved the quality of patient care

Mobilising evidence and organisational knowledge

More informed decision making

Productivity and efficiency

Reduced risk or improved safety

Saved money or contributed to financial effectiveness

Improved health and wellbeing of staff and learners

Consent

I have consent from individuals referred to in this case study to share details nationally for advocacy and promotion. *[Make bold the option which applies:]*

Yes

No