

MGS Medical Practice

DNA Information

Month	Did not attend Doctors Appointments	Did not attend ANP /Clinical Pharmacists Appointments	Did not attend Nurse Appointments	TOTAL
Oct 2023	Did not attend doctors appointments 20 (approximately 3 clinics a month)	Did not attend Clinical Pharmacists appointments 36 (approximately 3.5 clinics a month) Did not attend Advanced Nurse Practitioners 37 (approximately 8 clinics a month)	Did not attend Practice Nurse 24 (approximately 4 clinics a month) Did not attend Health care assistant 48 (approximately 8 clinics a month) Did not attend Health care support worker 40 (approximately 3 clinics a month)	167 Appts wasted
Nov 2023	Did not attend doctors appointments 17 (approximately 3 clinics a month)	Did not attend Clinical Pharmacists appointments 11 (approximately 2 clinics a month) Did not attend ANP 23 (approximately 6 clinics a month)	Did not attend Practice Nurse 46 (approximately 7 clinics a month) Did not attend Health care assistant 28 (approximately 4 clinics a month) Did not attend Health care support worker 5 (approximately 1 clinic a month)	130 Appts wasted

We have been listening to our patients on ways to improve our appointment system, and how not to waste appointments, by changing to more digital based triage since October 2023, offering more online, reinforcing importance of care navigation and sign posting based on clinical need. We need patients support and understanding the importance of notifying practice if unable to attend an appointment.

To further reduce DNA rate, we will have to continue to be more proactive with our DNA process.