Improving Access to the Physio Service in Community Health
Newham
Warren De Souza, Mark Harrison, Chris Chettur, Maimoona Onathukattil,
Michelle Smart, Marlon Mata

Aim: To increase access to the Patient Booking Service (physio) through reducing DNAs by 20% by July 2016

What’s our data showing? As of 14/3/15 DNAs have dropped by 41%!

What did we do?
• Installed automated telephone system with call waiting
• Standardised referral forms making them easier to complete
• Promoted self-referral to decrease time delay between referral and assessment
• Educated GPs about criteria of referral to physio service

Other outcomes
• Reduction in number of complaints made.
• Reduction in number of Incomplete Referral Forms received.
• Reduction in number of GP appointments wasted due to patients having to rebook.

What does this mean for service users and stakeholders?
• Everyone involved has embraced new technology (NHS.NET) even patients who have started to refer this way!
• Encouraging patient self-referral has taken pressure off primary care
• Referral forms have been simplified ensuring a greater proportion are now completed and not sent back