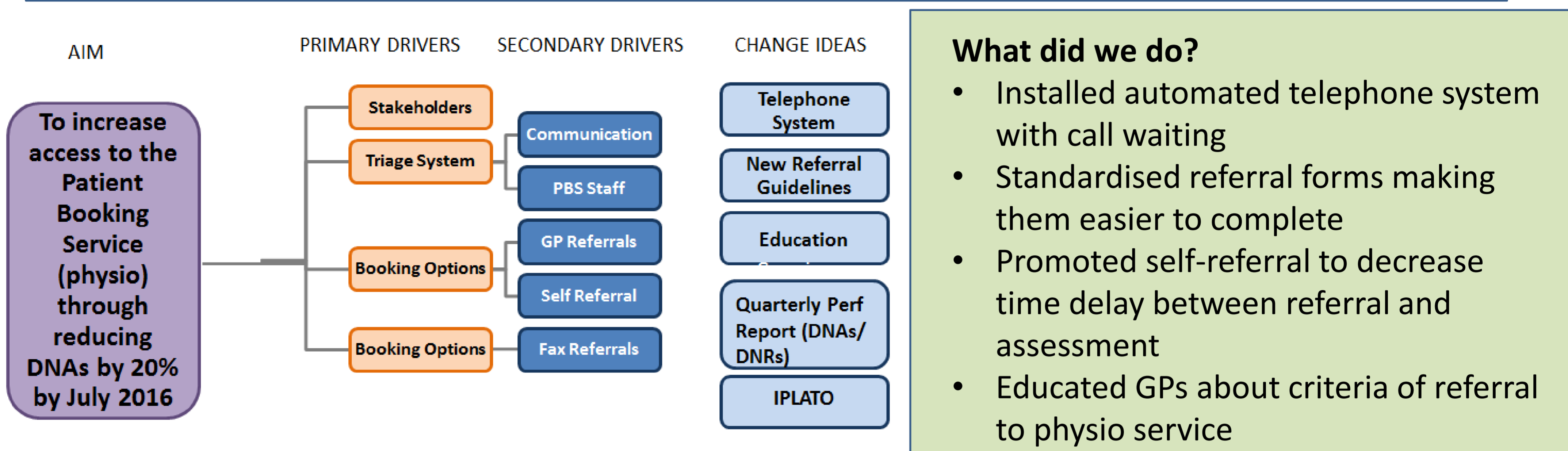


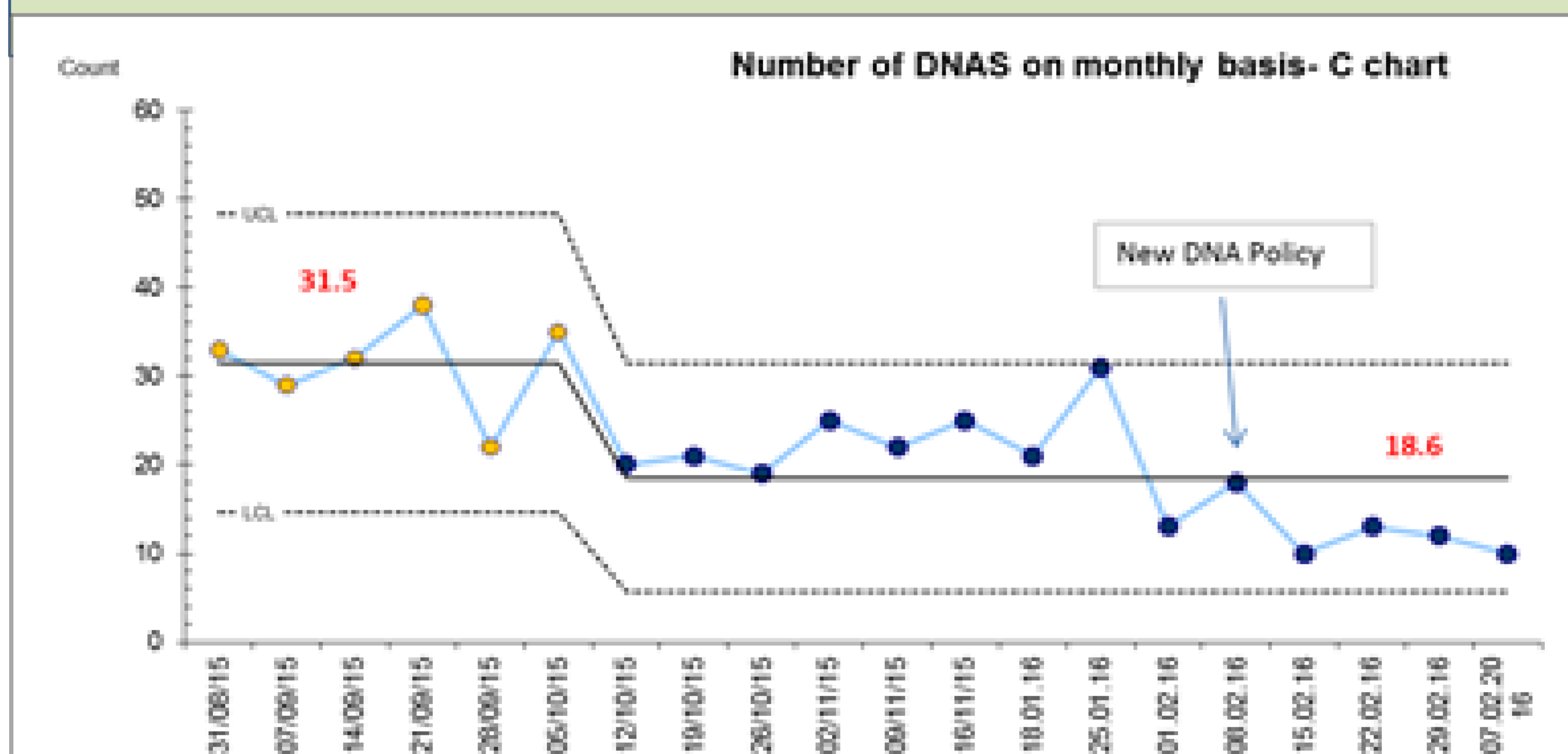
# Improving Access to the Physio Service in Community Health Newham

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**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%!**



**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