Reducing DNA Rates for Community and Outpatient Appointments
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Aim

Our aim for services will be to achieve 10% DNA target by June 2016, across our care coordinated services which will include Community Mental Health Teams and NSF teams.
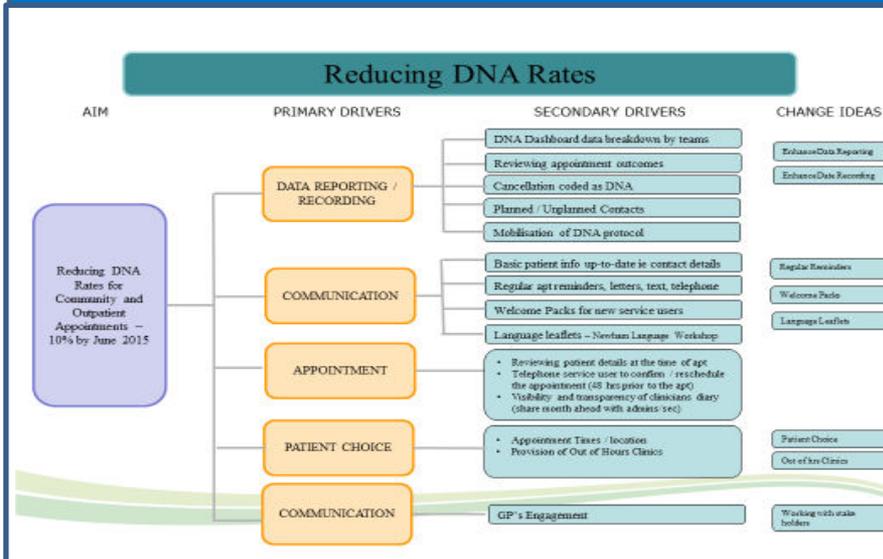
Why is this important to service users and carers?

Our proposal will outline phase approach which will enable us to address some of the complex issues faced by our services users and mental health services.
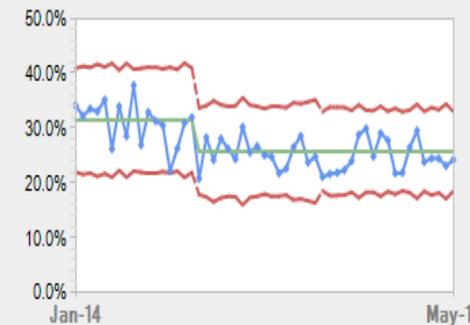
Tests of Change

- *Enhance Data Reporting*
  - *DNA team level dashboards*
- *Enhance Date Recording*
  - *DNA Guidelines disseminated*
- *Regular Reminders*
  - *Text Reminders*
  - *Telephone call reminders*
- *Welcome Packs*
  - *Information leaflet for GP, Service users and Carers*
  - *Language Leaflets*

Driver diagram

Data

Learning and what next?

- *Sustained monthly reduction in first appointment DNAs to 25% average, total reduction of 19%*
- *Wait times for GP referrals reduced to 17 days, on average. A reduction of 50%*
- *Wait times for all referrals, including non-GP referrals, reduced to 20 days on Average. A reduction of 42% from baseline.*