

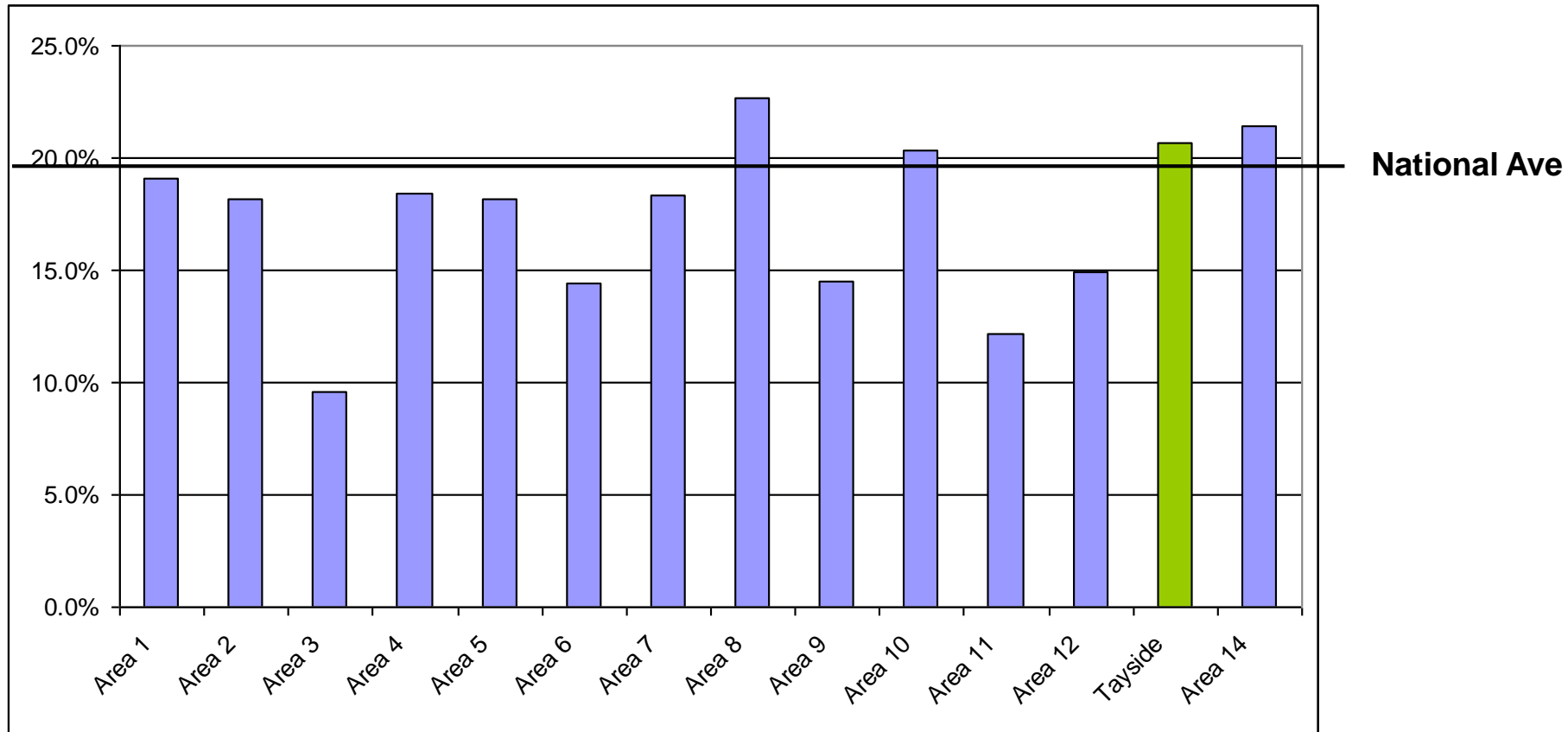
BARS Conference
25th September 2014

**Improving Uptake in a
Diabetic Retinopathy Screening Programme**

Angela Ellingford

6 million outpatient clinic
appointments lost to DNAs
within the UK last year

National DNA Statistics Scottish Health Boards 2011



So why do people not turn up for their appointments?

Rural v Urban



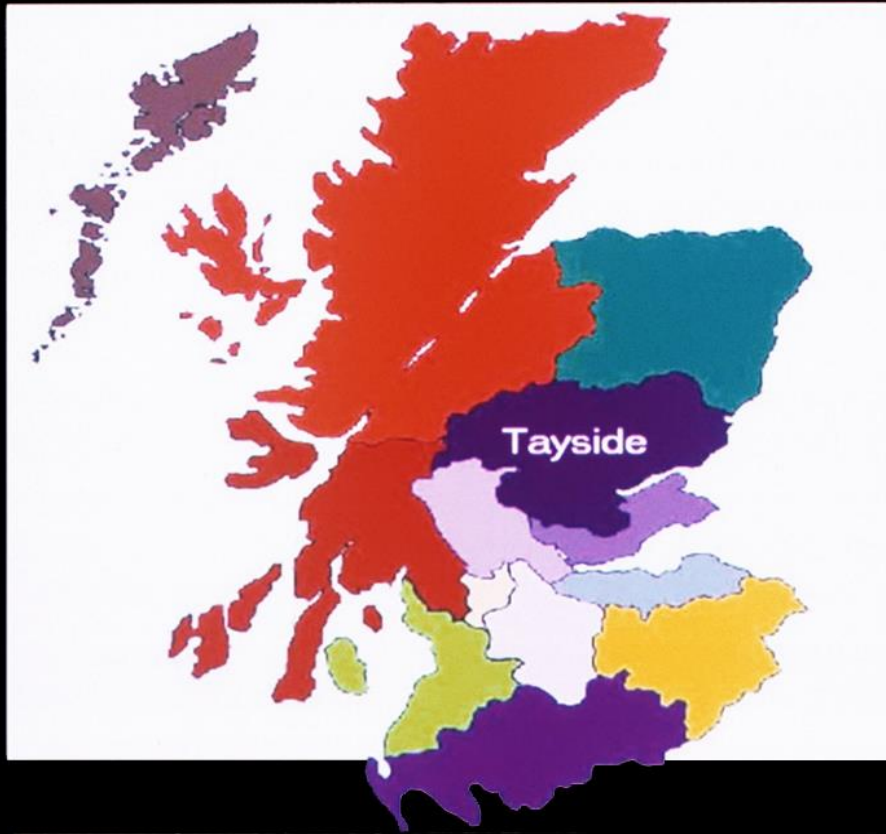
Areas of Deprivation

Exercise 1

Give me five reasons why you think people do not turn up for their appointment?

NHS Tayside's non-attendeers

- No response when reminder calling and following their DNA'ed
- People living in certain postcodes
- Forgot
- Seasonal effects
- Unwell



Total population in
excess 21,000

Service base in
Dundee, cover
3,000 square miles

Type of Screening

Mobile Screening

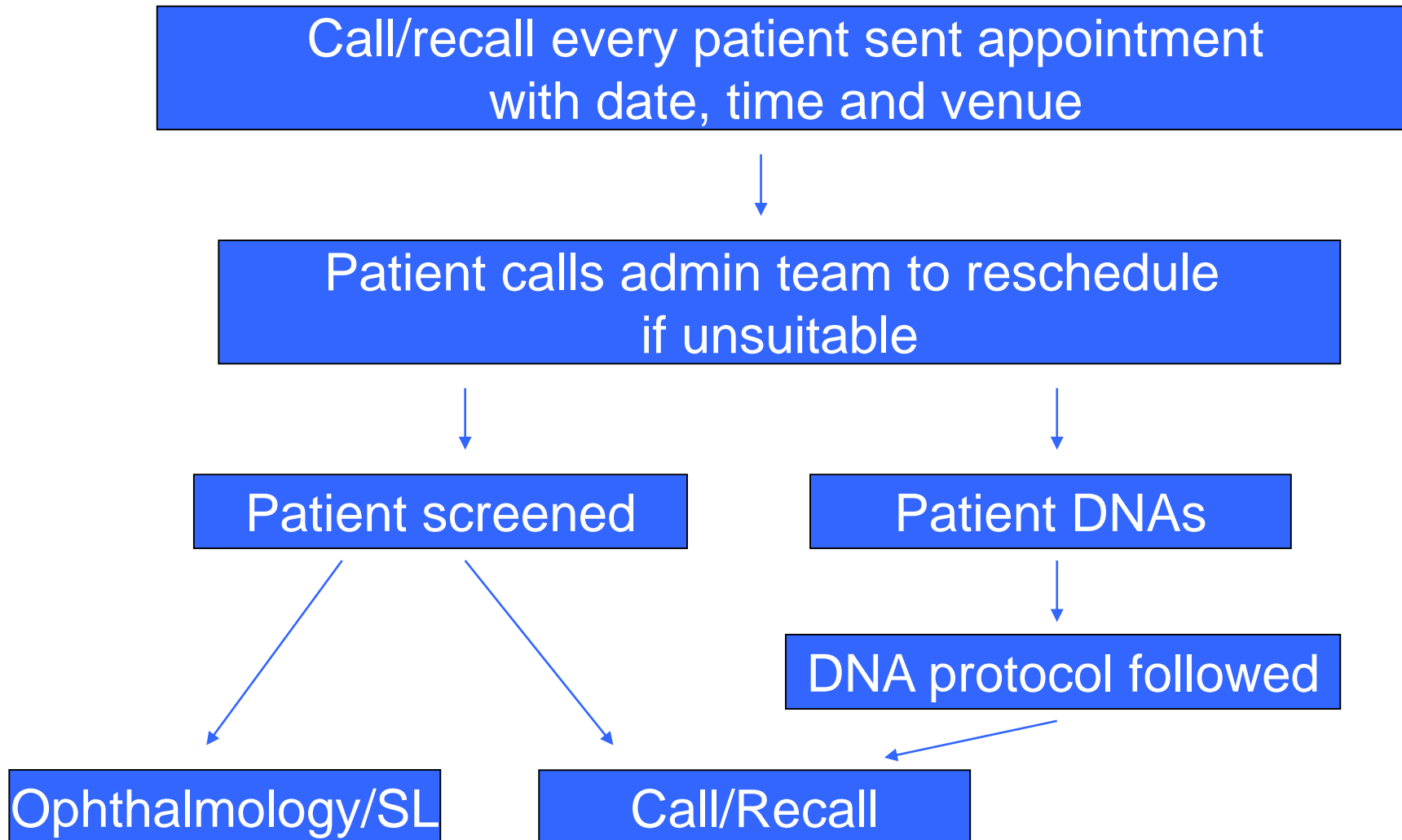


Hospital or NHS Sites

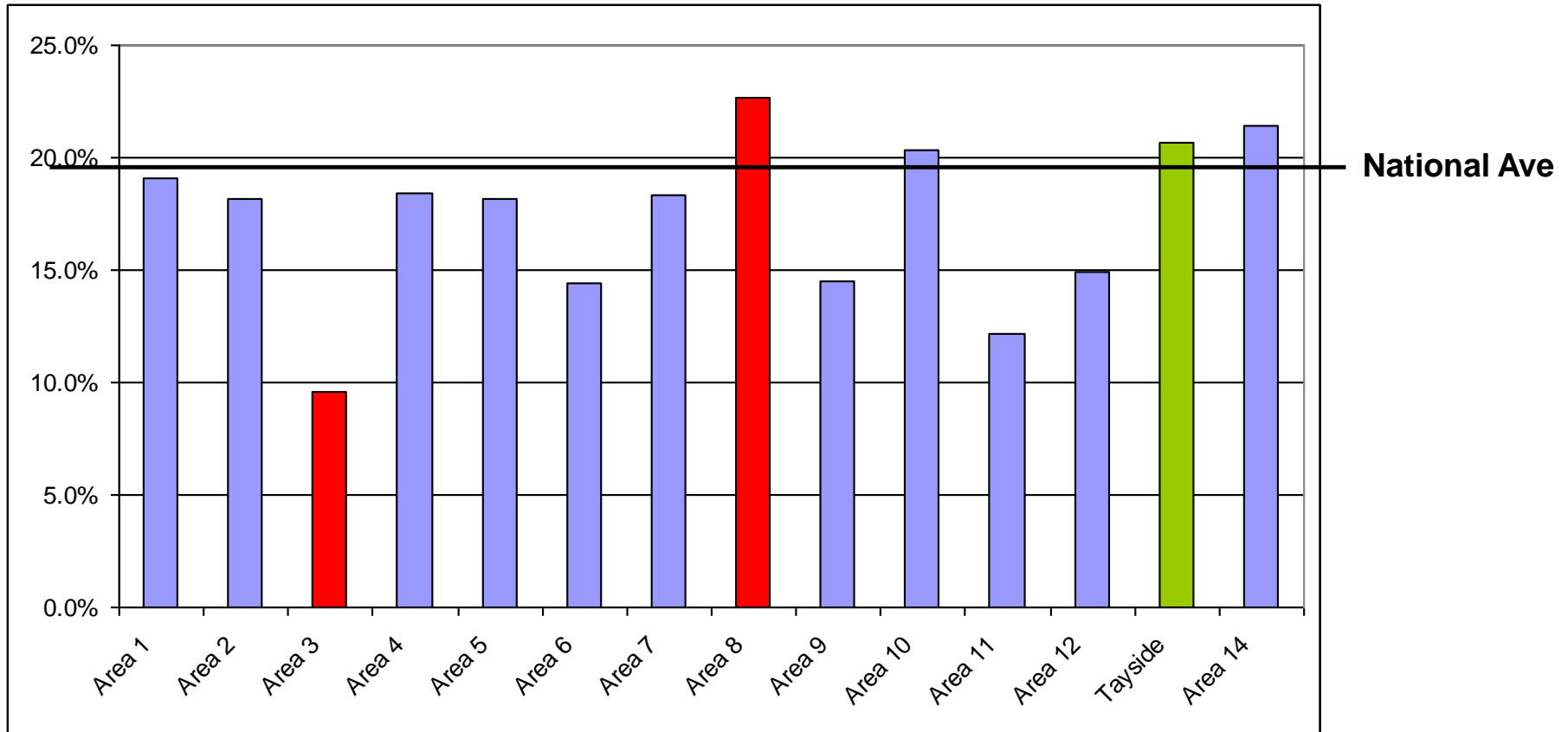


Transportable Van

NHS Tayside Appointment System



National DNA Statistics 2011



Programme Manager 1

- Utilises Patient Focused Booking Services out with DRS
- PFB notifies DRS 2 weeks prior to mobile clinic not being full
- Clinic is cancelled and base (hospital) clinic booked

Pros

1. PFB well organised
2. Good for generic letters
3. Good ensuring full clinics
4. Allows updating and re-scheduling of clinics
5. Good patient feedback
6. Reduced costs

Cons

1. Dependant trained staff
2. Lack of control
3. Non-generic letters problematic
4. Difficulty in PFB contacting Screeners
5. Higher patient complaints

Programme Manager 2

Mobile clinics only

Previous DNA patients
DRS Admin Team an
invitation

Appointment booked
By DRS Admin Team

Call made appt

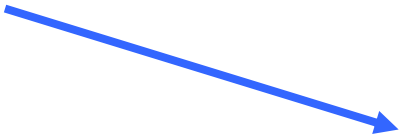
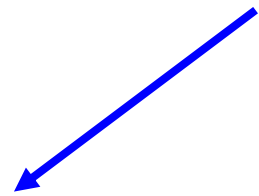
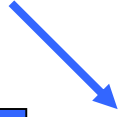
DNA at time of
clinic

Pt does not call,
DRSP office
calls patient

Screening clinic

Screeener phones
patient from clinic

DNA protocol followed



DNA Rate

Programme Manager 1 - 22.7%

Programme Manager 2 - 9.6%

Interventions

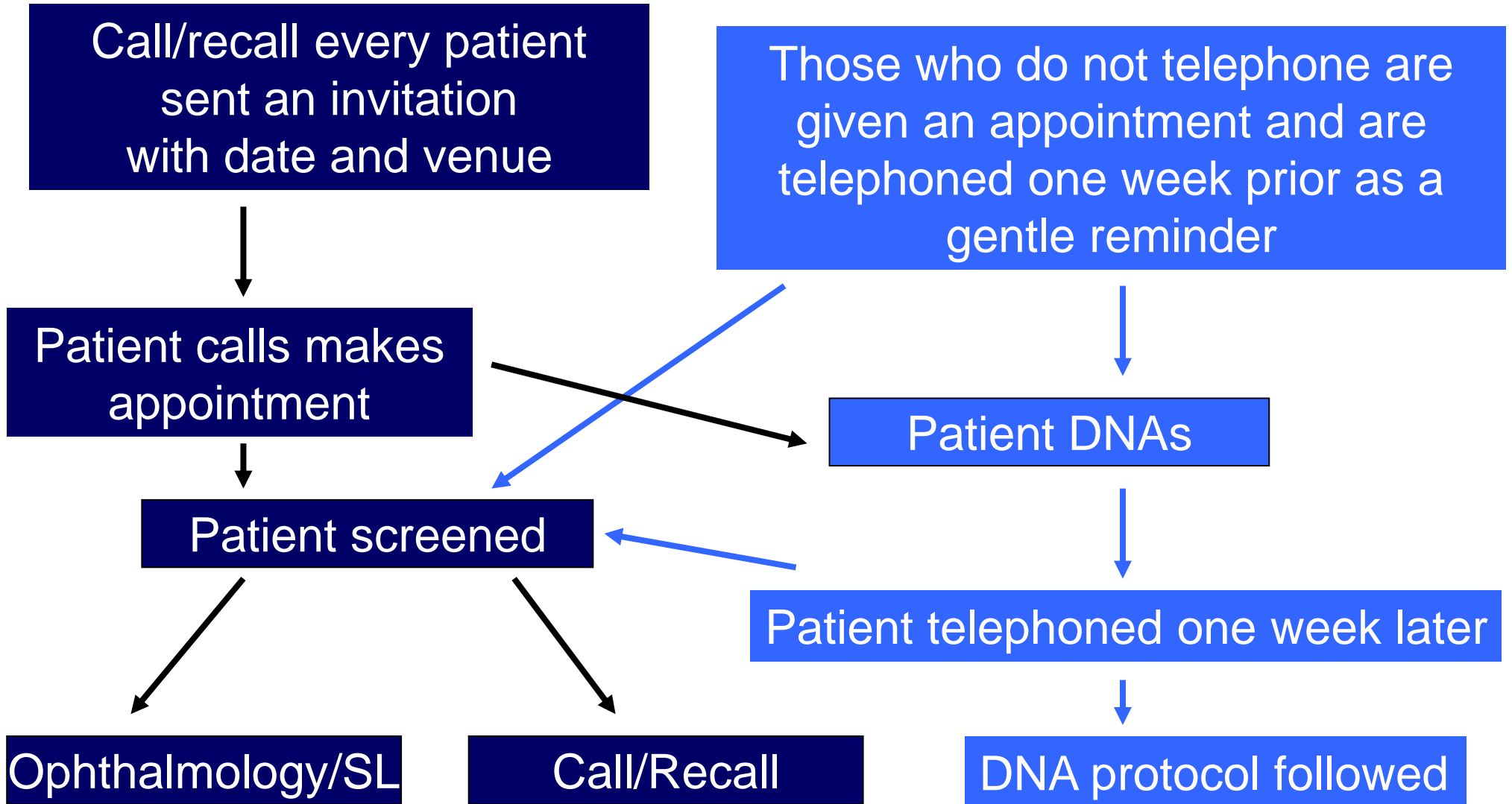
- Patient focused booking
- Telephoning patients
 - Reminder prior to appointment
 - DNAs could be called by the Screener ie PM 2
- Electronic systems, mobile telephones, email
- Fines
- Overbooking clinics
- Highlighting the problem in clinics

Exercise 2

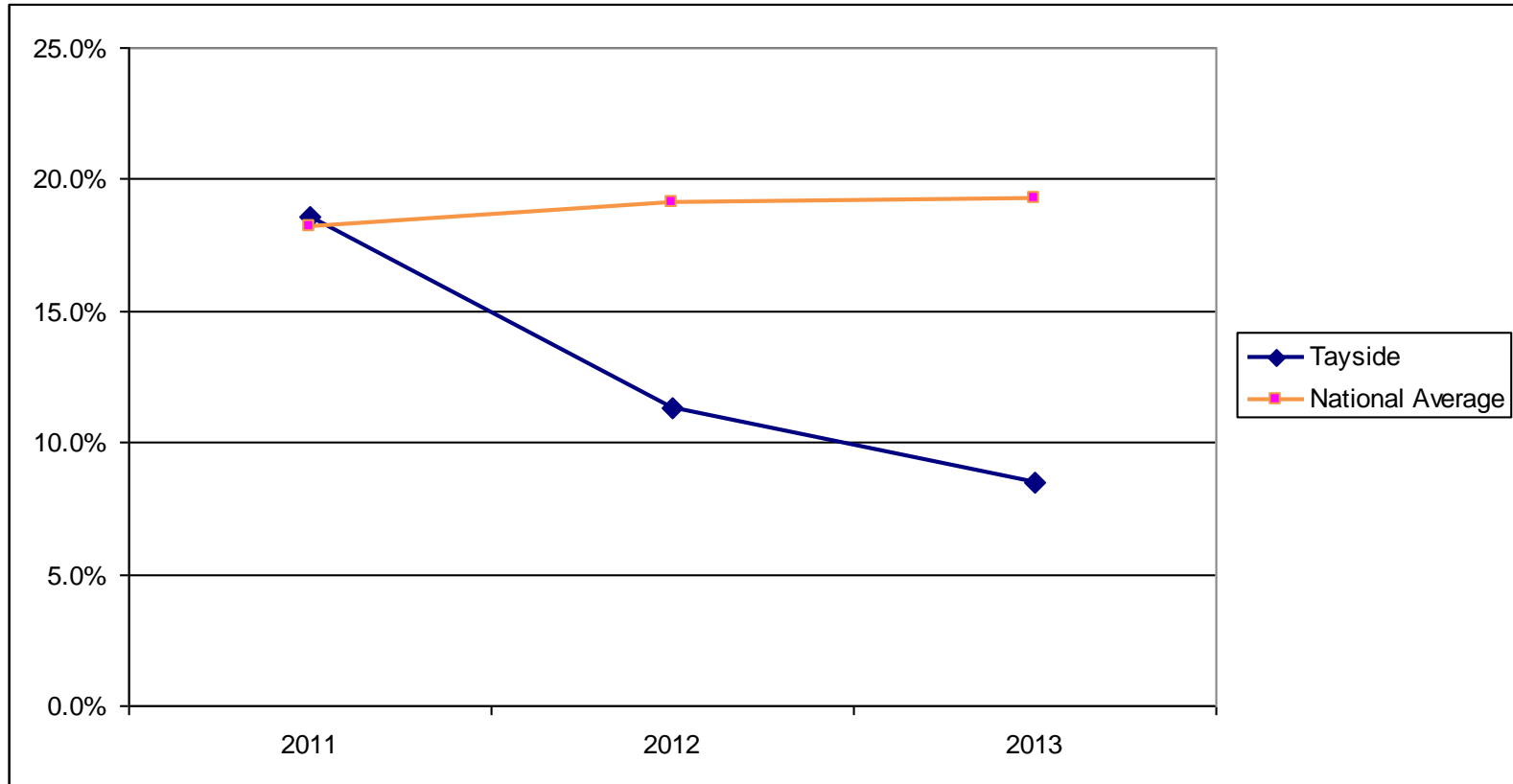
List any interventions you use or are aware of in your work environment which you believe reduce DNA damage rate.

List these in order of success or importance.

NHS Tayside New Appointment System



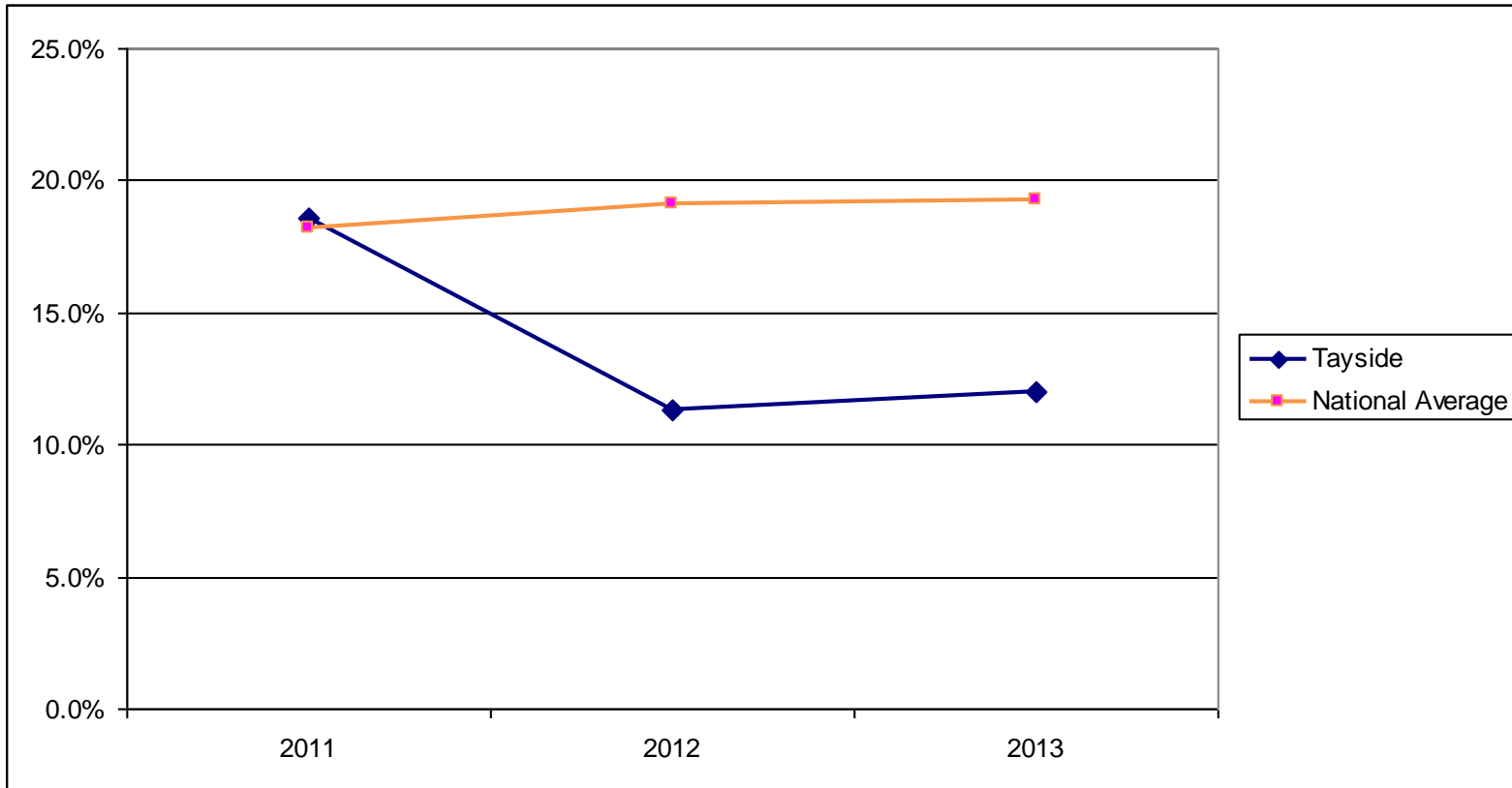
NHS Tayside DNA Rates for Mobile Clinics December 2013



What have we found with the new appointment system

1. It would cause more time on the telephone
2. Practicalities of the new system
3. Patients appear to prefer the system
4. Have had some abusive telephone calls when phoning patients who have DNA'ed

Overall Situation December 2013



Exercise 3

Are there any activities, procedure or processes that you believe are increasing the DNA rate and making it worse?

Action Points

1	Need to identify which patients have DNA'ed by so they can be targeted in the future.
2	All patients who have previously DNA'ed to be 'invited' on their recall date (if possible). Then if the patient does not respond, normal DNA procedure should be followed.
3	Mixed model may be desirable ie invitations and pre-booked depending on your Programme.
4	Following clinics, DNAs to be targeted by phoning these patients to ask why they have not turned up and try to encourage such patients to attend.
5	Social marketing with GPs and practices to encourage attendance.
6	Check with telecommunications to ensure your phone will not be blocked by having a 0800/0845 number.
7	Evening/Saturday Clinics
8	Screening clinics to be held within the Community.