



North Tees and Hartlepool NHS Foundation Trust Symptomatic Breast Clinic Patients Did Not Attend (DNA) study

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Background

- Patient experience surveys completed demonstrated that patients attending the breast symptomatic service at North Tees & Hartlepool NHS Trust were highly satisfied with the service.
- Concern was raised that there was a higher rate of did not attend (DNA) patients from the Middlesbrough area.
- It was agreed that a study would be undertaken to contact patients within TS1, TS2, TS3, TS6 to understand why the patient DNA'd their original appointment.
- The purpose of the study was to understand why patients DNA'd, and see if further improvements could be made to improve the service recognising that the provision of a local service is not achievable at present due to workforce constraints.
- A questionnaire was formulated in conjunction with the overview and scrutiny committee members and it was agreed the patients who had been recorded as a DNA would be contacted by telephone to see the reasons why they had not attended.

• The number of patients who were recorded as did not attend their appointment between December 1st 2018 to May 31st 2019 was 32.





Current New DNA Rate by CCG

April – August 2019

CCG	Arrived	Not Attended	Total New	New DNA rate
NHS DARLINGTON CCG	23		23	0.00%
NHS DURHAM DALES, EASINGTON AND SEDGEFIELD CCG	354	24	378	6.35%
NHS HAMBLETON, RICHMONDSHIRE AND WHITBY CCG	53	9	62	14.52%
NHS HARROGATE AND RURAL DISTRICT CCG	1		1	0.00%
NHS HARTLEPOOL AND STOCKTON-ON-TEES CCG	1561	57	1618	3.52%
NHS NEWCASTLE GATESHEAD CCG	4		4	0.00%
NHS NORTH CUMBRIA CCG	1		1	0.00%
NHS NORTH DURHAM CCG	4		4	0.00%
NHS NORTH TYNESIDE CCG	1		1	0.00%
NHS NORTHUMBERLAND CCG		1	1	100.00%
NHS SOUTH TEES CCG	1488	95	1583	6.00%
NHS SUNDERLAND CCG	8		8	0.00%
NHS VALE OF YORK CCG	1		1	0.00%
Year to Date Total April 19 - August 19	3499	186	3685	5.05%



Overview

- Number of telephone contacts made 21/32
- Telephone not answered 9/32
- Telephone call abandoned 2/32

English not spoken
 Driving at the time

- 20 females / 1 male
- Ethnic status = 7 white / 14 not stated

Postcode	Number
TS1	7
TS2	1
TS3	12
TS6	1



Results

Did you know how to rearrange your appointment if it was not convenient?

Yes	7
No	9
Can't remember	4
No response	1

Did you attempt to change your appointment?

Yes	4
No	11
Can't remember	4
No response	2



Results

Main reason for not attending appointment:

Did not receive an appointment letter / changed address / coding	9
Felt no longer needed the appointment	3
Forgot	3
Traffic / transport problems	1
Got lost on way to appointment	1
Daughter's birthday	1
Couldn't make it for personal reasons	1
Can't remember	1





Results

Is there anything that could be done to make it easier for you to attend a future appointment?

1 patient said she asked for appointment at JCUH as it was nearer home.

13 patients suggested a reminder service either by text or telephone would be helpful.



Current process for contacting patients

- All 2 week rule (suspected cancer) patients are contacted up to 3 times by telephone followed up with an 1st class postal letter and those which cannot be contacted a 1st class letter is sent out.
- All non 2 week rule patients (standard to offer appointment within 2 weeks) are sent a 1st class postal appointment letter.
- All patients appointments are booked within 10 working days of receipt of referral.



Actions to be taken

- Investigate the potential for the current reminder service to be extended to include the 2 week rule / breast symptomatic patients.
- Continue to improve communication with patients through appointment letters / accurate recording of cancellations etc.
- Work in conjunction with CCG colleagues regarding the interface between primary and secondary care when a patient is recorded as a DNA.
- Review of communication with patients regarding how they can rearrange their appointment.
- The Trust continues look at alternative digital technologies to improve communication and reminder services in conjunction with the great north care record.

