

Grove House Practice

Patient Survey

DNA (Did not attend) rate





With 1422 appointments missed so far this year the Practice along with the Patient Group felt this was a priority area for a patient survey.

**Within the Practice waiting
room we have surveyed
437**

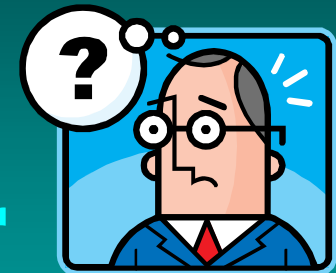
**And, Online through
Survey Monkey we have
surveyed 19**

Q1: Do you think Grove House should try and cut down the number of wasted GP appointments?

388 Yes

17 No

51 Did not answer



**Q2: Have you ever missed a
booked GP appointment at
Grove House?**

104 Yes

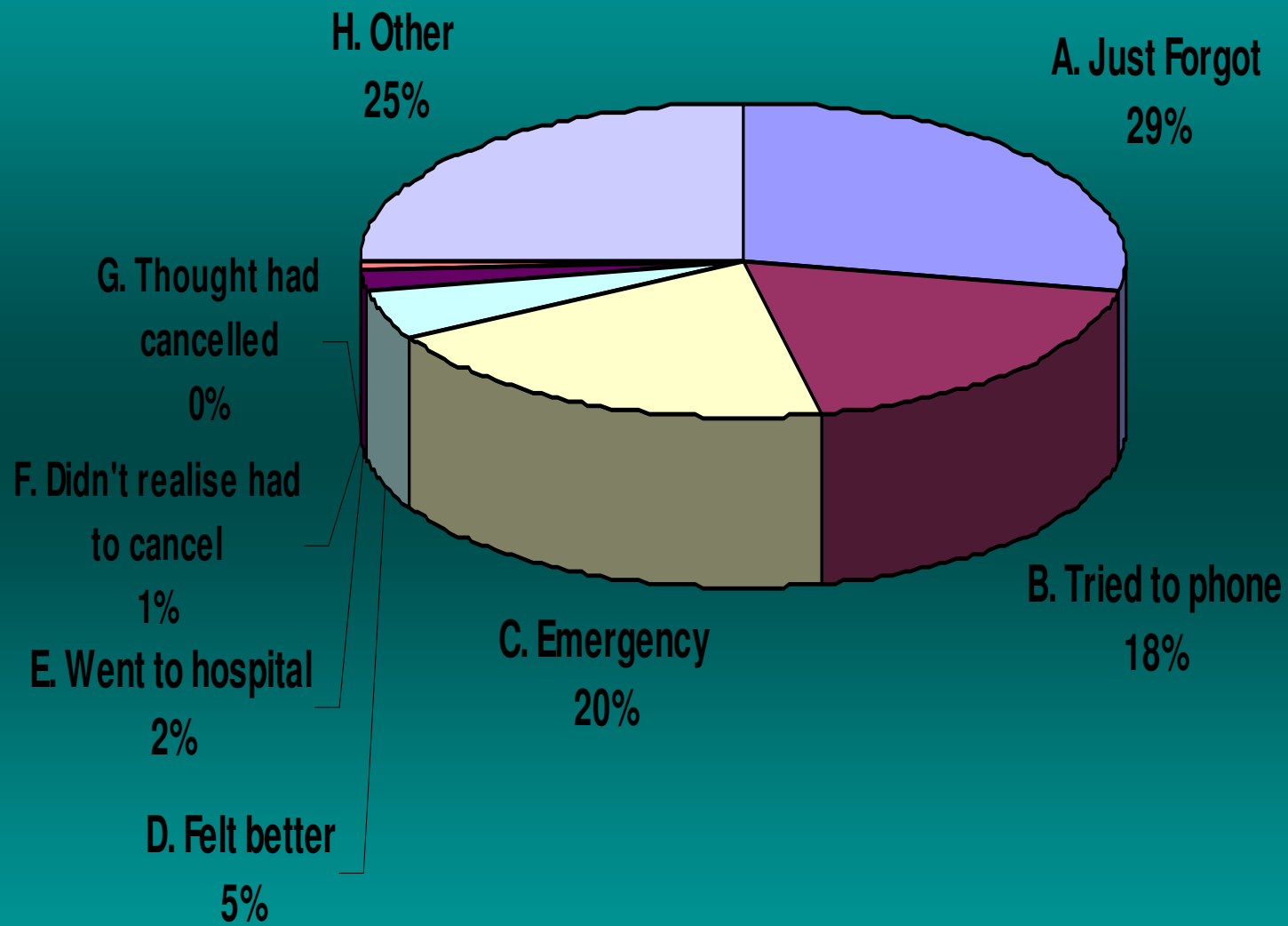
340 No



12 Did not answer

Q2.1: If Yes, Please can you tell us the main reasons?

- (a) Just forgot
- (b) Tried to phone to cancel but line was busy and I couldn't wait
- (c) There was an emergency going on at the time
- (d) I felt better and didn't need the appointment any more
- (e) I went to the hospital/walk-in centre instead
- (f) I didn't realise I had to cancel it / I didn't know how to cancel it
- (g) I thought I had cancelled it by (please explain how you did that)
- (h) Other reason (please explain)



H) Other Reason:

- Was not well enough to attend
- Did not put it on calendar to remind self
- Overslept
- Delayed by traffic / accident
- Mixed up time of appointment
- Was in hospital
- By the time you get an appointment you feel ok

Q2.2: Please can you outline here anything that would have helped you to either remember your appointment or to cancel it with the Practice:

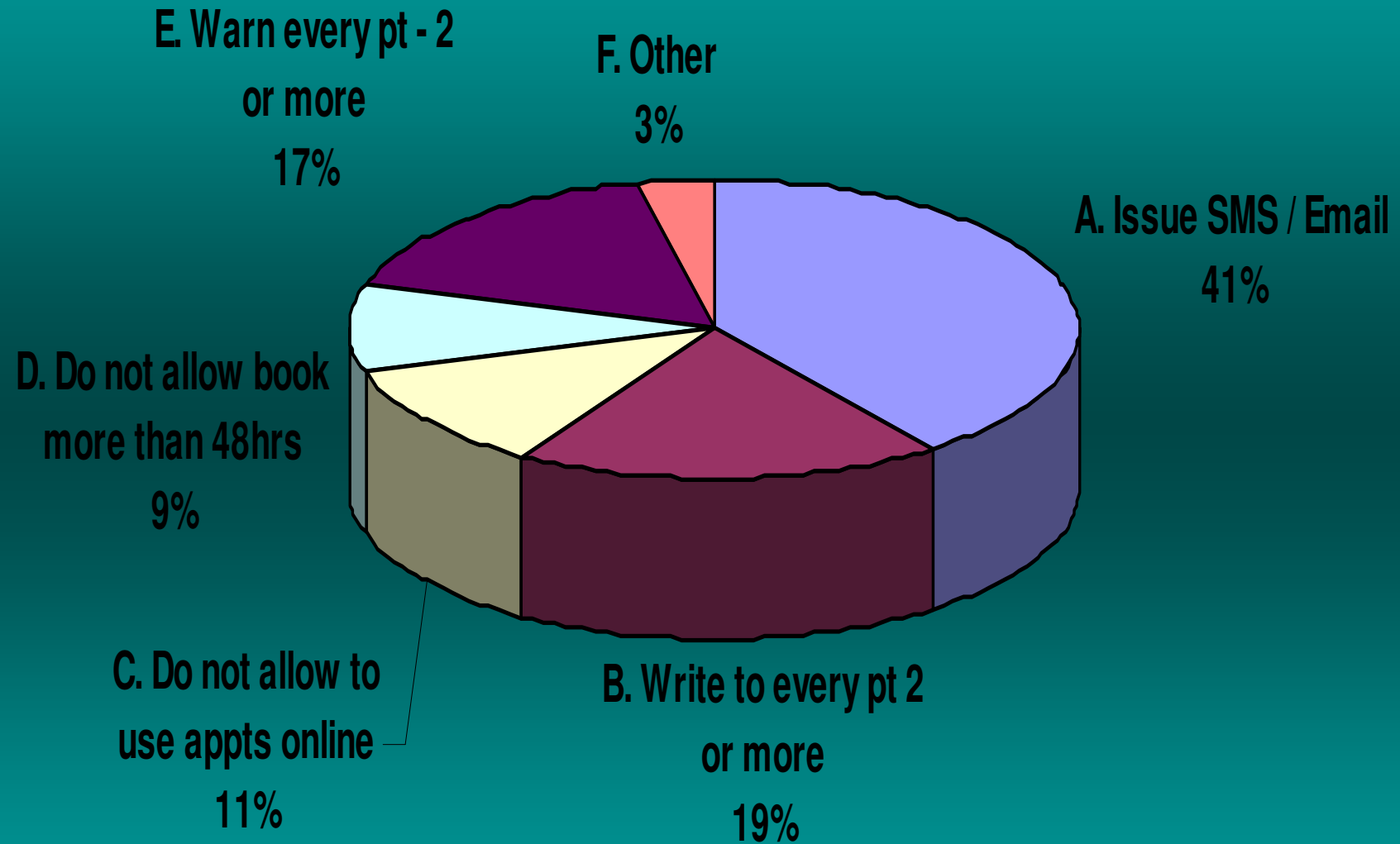


- **Text Message**
- **E-Mail**
- **Quicker and easier way to cancel appointments**
- **Telephone patients day of appointment**
- **Appointment for same day that you phone**
- **Less busy telephone line**

Q3: Grove House Practice and our Patient Group have come up with the following suggestions as ways to help minimise wasted GP appointments.

Please can you rank them in order of preference (where 1 is your favourite option and 6 is your least favourite option):

- (a) Issue SMS text reminders / e-mail reminders to prompt patients about booked appointments**
 - (b) Write to every patient who misses 2 or more GP appointments in any 6 month period to ask why**
 - (c) Do not allow every patient who misses a GP appointment to use Appointments online**
 - (d) Do Not allow every patient who misses a GP appointment to book any GP appointment more than 48hours in advance**
 - (e) Warn every patient who misses 2 or more GP appointments in any 6 month period that if they miss 1 more in the next 6 months they will be asked to leave the Practice**
 - (f) Other – please feel free to outline your own idea here and rank accordingly**
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F) Other:

- Issue a fine / Cancellation or penalty fee
- To not use an answer service for cancellations as this puts people off
- To see a GP of choice within 48hours
- Phone call
- Do not go for punishment – positive approach such as reminders
- Call people in and ask them why they did not attend or ask at next appointment

Ways Forward:

- Advertise ways that patients can both book and cancel appointments
- The Practice will be introducing SMS / E-Mail facility – dependent on the Practice getting up to date mobile phone numbers
- Be Positive and do not punish

