

## **Reducing Non-Attendance (DNA's)**

### **MID YORKSHIRE HOSPITALS NHS TRUST**

#### **Summary**

After a large number of DNA's were noticed at Pinderfields Hospital, a review of the DNA system was held with the aim of reducing DNA numbers and the associated workload of follow-ups.

Pinderfields was experiencing around 412 DNA's per month within their anticoagulation service which accounted for 14% of their anticoagulation patients.

Originally, four different DNA letters were sent out for each week missed, followed by a GP letter at week 5. The production and handling of each of these follow-up letters was a time consuming task for the anticoagulation service.

A review of the DNA system highlighted that 5 weeks was too long to leave patients before contacting the GP and that efficiencies were needed within the follow-up process.

One single combination letter was set up in DAWN AC that merged three different pieces of text into the one letter template. The text used in the letter was determined by whether it was the patients first, second or third missed appointment. Each letter added further warnings with the third and final letter advising that dosing would no longer be available if the patient did not attend for an INR and that their GP would be informed. *(See examples overleaf)*

A separate GP letter was then produced within DAWN AC. All letter production was done in DAWN AC in one single step which made the whole process of sending out DNA letters much simpler, quicker and streamlined.

#### **Results**

An audit of DNAs and persistent DNAs over a three year period showed an immediate reduction after the new system was introduced.

- DNAs were reduced from 412 per month to 260 per month, a reduction of 37%. This reduced the percentage of patients with DNAs from 14% to 8%.
- Persistent DNAs, those who missed three weeks, dropped from 231 in the year before the new system was introduced to just 82 the year after. This was a reduction of 64%.

*“Changing over to the new DNA system with DAWN AC led to great results”*

## EXAMPLE COMBINATION LETTER

### First DNA Letter

Mr S Stewart  
74 Reghed Way  
Penrith  
Cumbria  
CA6 5JS

Unfortunately you missed your appointment on xx/xx/xxxx.  
A further appointment has been made for you to attend Pontefract General Infirmary on xx/xx/xxxx at 09:30.

It is extremely important that your INR blood test is regularly checked whilst you are on Warfarin and that you come to the clinic on the day that we arrange for you. Please change the appointment if it is inconvenient by ringing the Helpline.

Could you or you representative please inform us if there is any reason why you cannot keep this new appointment, e.g. illness or in hospital, by ringing the Anticoagulant Clinic Helpline.

ANTICOAGULANT CLINIC HELPLINE XXXXX XXXXXX

Yours sincerely

### Third DNA Letter - with additional text for week 3 letter highlighted in red

Mr S Stewart  
74 Reghed Way  
Penrith  
Cumbria  
CA6 5JS

Unfortunately you missed your appointment on xx/xx/xxxx.  
A further appointment has been made for you to attend Pontefract General Infirmary on xx/xx/xxxx at 09:30.

It is extremely important that your INR blood test is regularly checked whilst you are on Warfarin and that you come to the clinic on the day that we arrange for you **There are substantial life threatening complications such as thrombosis or bleeding for patients, who like yourself are taking Warfarin, if not well controlled.** Please change the appointment if it is inconvenient by ringing the Helpline

**According to our records you have now missed three appointments  
It is in your own interest to have your INR checked so that that we can make sure you are on the correct dose of Warfarin. After this appointment we will not be able to arrange any more appointments for you until after we have consulted with your GP.**

**If you fail to keep this appointment we will no longer be able to safely dose you for your Warfarin and we will be obliged to contact your GP to request them not to prescribe you any more Warfarin until your INR has been checked**

Could you or you representative please inform us if there is any reason why you cannot keep this new appointment, e.g. illness or in hospital, by ringing the Anticoagulant Clinic Helpline.

ANTICOAGULANT CLINIC HELPLINE XXXXX XXXXXX

Yours sincerely

*This case study is based on a presentation given by John Seal, Mid Yorkshire Hospitals NHS Trust, at a DAWN AC User Group Meeting*

For further information contact the 4S DAWN team on [015395 63091](tel:01539563091), or email [sales@4s-dawn.com](mailto:sales@4s-dawn.com)

*Established in 1984, 4S DAWN Clinical Software are trusted by over 300 healthcare organisations across the world to deliver reliable, disease specific solutions that increase patient safety, facilitate productivity gains and improve quality of care.*

