



Patient Group
CHAIRPERSON'S BLOG

Fred West | February 2017

This month my blog concerns 'time'.

Let us go through what is involved in making an appointment:

Patient rings Surgery.

Receptionist makes appointment, time and name is entered onto the computerised appointment system.

The patient checks into the system either via the check in screen or face-to-face with a receptionist. The GP can see on the system that the patient has arrived and calls the patient in via the computerised appointment system and the audible bleep and patient name is displayed via the tv screen in the waiting room which informs the patient which room to go to.

If the patient has not, for what-ever reason, turned up. Valuable time is wasted in a busy practice and someone else could have got that slot.

If the doctor sends a patient to hospital to see a specialist: the notes are written up, the referral and any relevant test results are sent off to the hospital consultant. The Surgery Secretaries need to enter the data onto the Choose and Book system at the hospital for an appointment to be generated for the patient. A letter is sent to the patient. Then medical records from the hospital are checked, name of patient full postal address, date of birth. The appointment arrives and the patient does not turn up and has not let the hospital know that they are not attending.

More time wasted, as well as money. Each person who has worked on setting up the appointment still has to be paid.

The patient will need another appointment arranged to see the specialist. But before they can, they are referred back to their GP who has to find out the reasons for not attending before making a decision on another referral.

Now for some figures from the Hospital (UHCW):

Attendances	Did Not Attend	Total Appointments
645346	54780	700126

The DNA rate for the year will be 8%.

8% of all patients who have an appointment made for them at University Hospital do not turn up for the appointment and that is a huge waste of resources.

I do agree some will have good reason why they could not go, but in most cases we could have called and cancelled so the appointment can be reallocated.

If we at Springfield only have half that rate it is still a lot of time and effort that could be put to better use. Additionally, the surgery waiting lists are increased by wasted appointments.

PLEASE RING THE SURGERY IF YOU CANNOT ATTEND and leave a message on the answerphone. You do not need to queue on the phone to speak to a member of staff. You can also cancel appointments on line if you have registered for on line services.