Physiotherapy Outpatient Efficiency
: a project that reduced DNAs by 47.7%
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➢ The Problem
• Missed appointments cost the NHS £600m per year
• UK national average DNA rate for outpatients 7.5%
• Ashford and St Peter’s Hospitals NHS Foundation Trust physiotherapy outpatient DNA rate 13.2%
• Telephone reminders unsuccessful in reducing DNAs

➢ Objectives
• Reduce DNA rate to national average of 7.5%
• Improve first appointment slot utilisation
• Maximise available income from attendances

➢ Project Set Up
• Benchmarking with other local NHS Trusts
• Staff engagement
• Changes to electronic diary templates
• Set up call monitoring system on a dedicated telephone line
• Telephone clerk recruited
• Booking letters sent for all routine first appointments
• Patient feedback forms devised

➢ Pilot Phase
• Initial plan for 4 months from July 2012
• DNA data analysed monthly
• Initial results demonstrated a reduced DNA rate for patients using the telephone booking service (see below)
• The proportion of appointments booked in this way was increased to 30% of all first appointments
• Pilot phase extended by 3 months

%DNA vs %Booked by Telephone

➢ Results
• DNA rate reduced to 6.9%
• Waiting lists reduced to 6 weeks through improved appointment slot utilisation and patient throughput
• Increased income by £1,720/month
• 86% of 157 patients were satisfied with the service

➢ Financial & Efficiency Benefits
• 43 more new patients seen per month
• Increased income by £1,720/month = £20,240/annum
• Phone clerk costs approx. £8,000/annum
• Net gain £12,240/annum
• 516 more patients seen/year; routine waiting list reduced from 20 to 6 weeks

➢ Future Implications
• The telephone booking service should be continued
• Increase the proportion of appointments booked by telephone for further financial and efficiency gains

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