



equip
Education Experience Excellence

Improving GP missed appointments in Waterside Medical Centre Bláthnaid Carlin

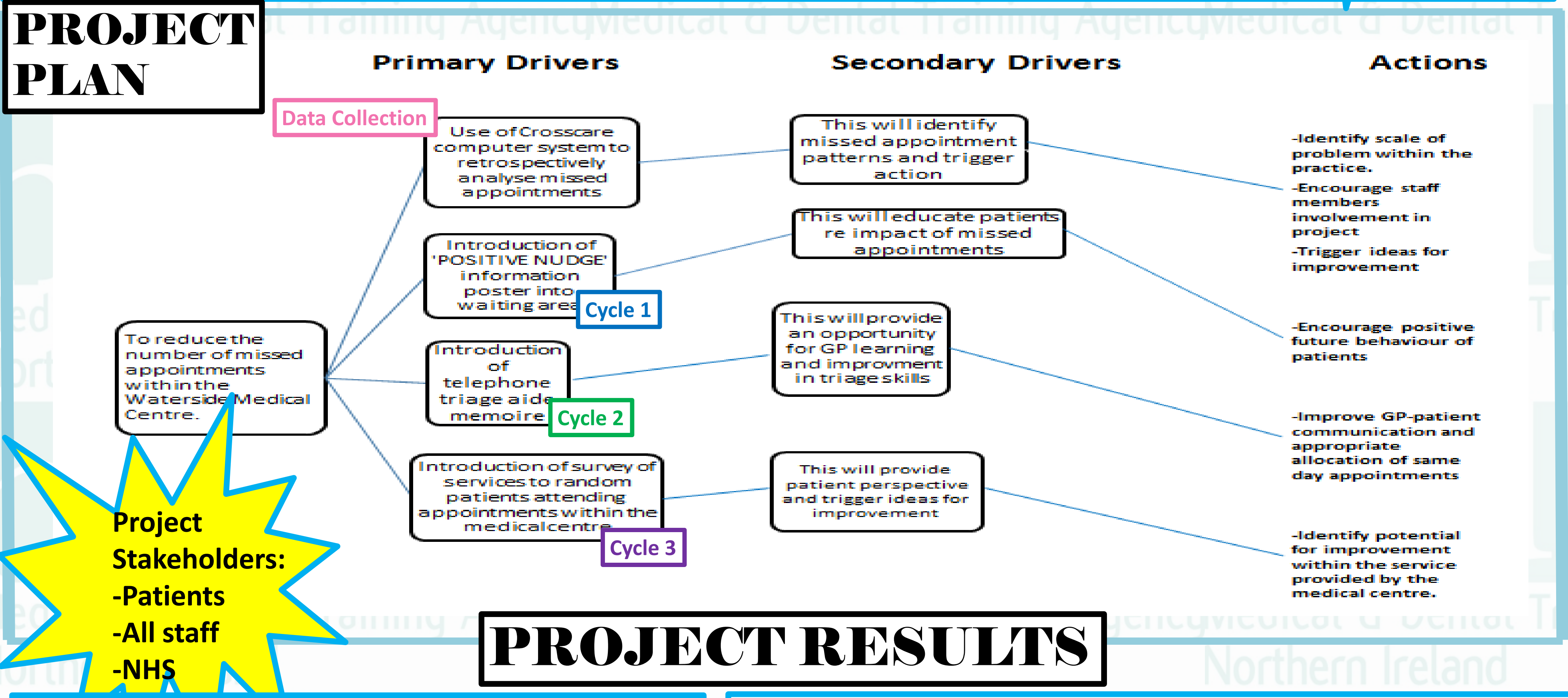


PROJECT AIM

- In Waterside Medical Centre there are 3 types of GP appointments available to patients:
 - Same day triage appointments
 - Next day appointments
 - 7 day appointments
- I looked at all GP missed appointments from August 2017 to February 2018.
- My specific aim was to reduce all missed appointments but specifically same day triage DNAs using a 3 step PDSA cycle plan.

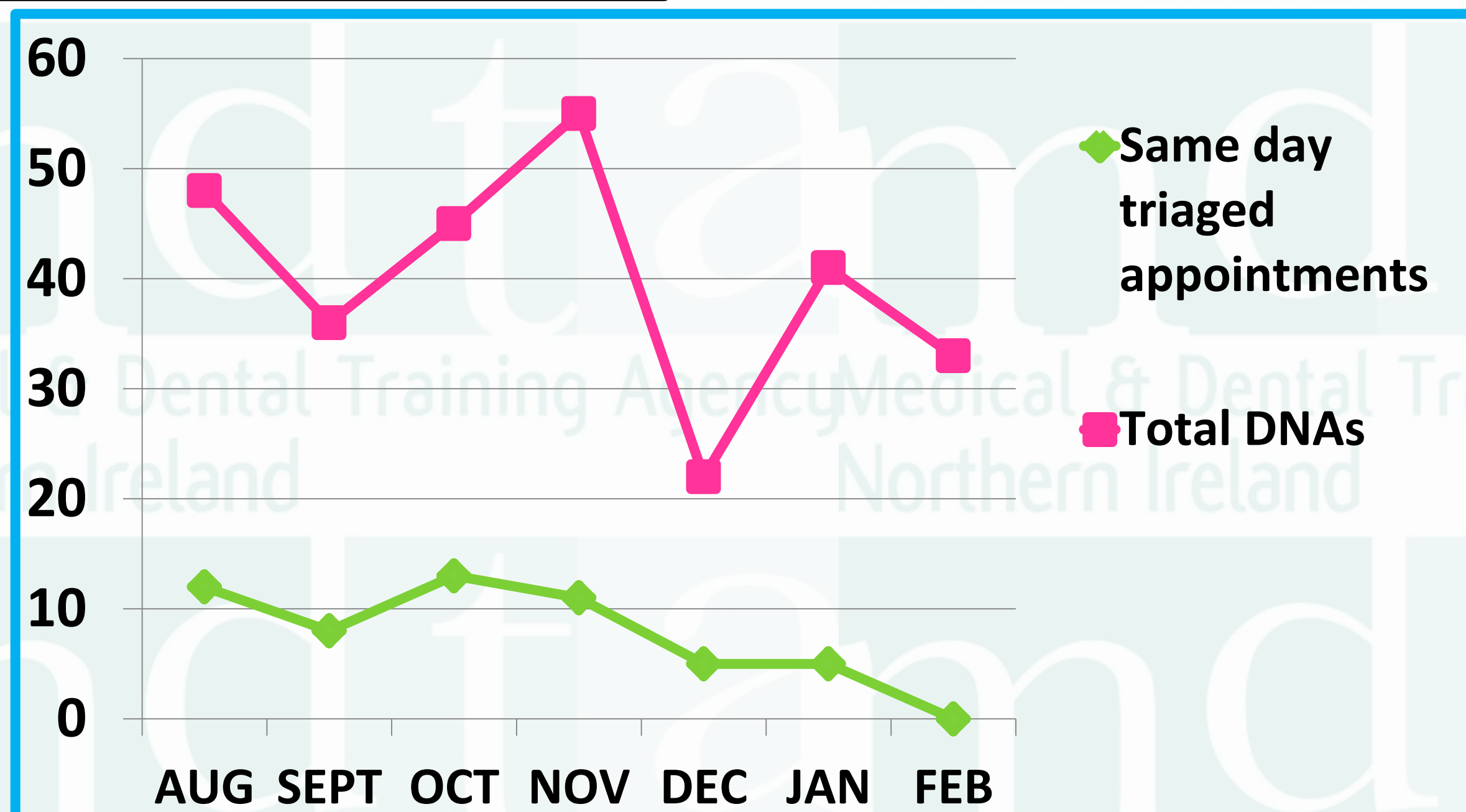
12 million GP DNAs in the UK/year costing £162 million

PROJECT PLAN

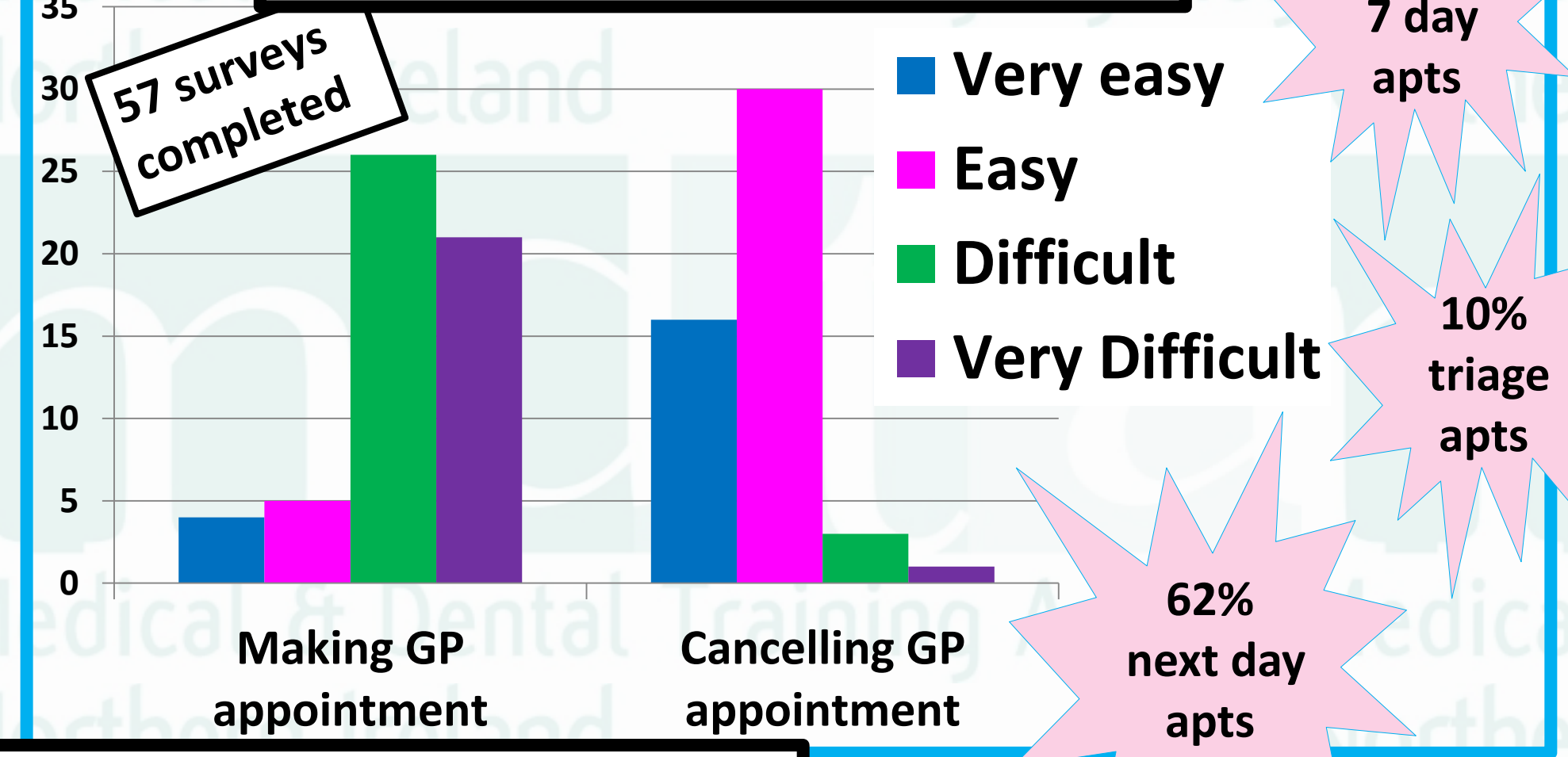


PROJECT RESULTS

Table key: Data Collection Cycle 1 Cycle 2 Cycle 3				
Month	Triage	Next Day	7 Day	Total
Aug	12	17	19	48
Sept	8	8	22	38
Oct	13	9	23	45
Nov	11	22	22	55
Dec	5	7	10	22
Jan	5	15	19	39
Feb	0	9	24	33
March	Patient	Surveys	see below	



PATIENT SURVEYS



PROJECT LIMITATIONS

- All projects have challenges and things that can be improved upon.
- Consideration for natural variation in missed GP appointments from month to month.
- Success in complete reduction of same day triage appointments in February following successful implementation of cycle 1 and cycle 2.

NEXT STEPS

Patients have provided very useful feedback on surveys as to how to improve apts in the medical centre. Suggestions include introducing online/text services to assist with apt making/cancelling.