



# Impact of change of practice on West Lothian core Musculoskeletal Service DNA rates

February – July 2024

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# Situation

- There were rising DNA rate in West Lothian core MSK services, which impacted on service capacity and delivery of timely services
- This rising rate had an impact on waiting lists with its peak being at 22 weeks
- Change ideas were implemented to help reduce the patient DNA rate
- Quality improvement project was undertaken between January and May 2024 to evaluate these change ideas



# Background

- NHS Lothian has set a 6% target for patient DNA rate, and currently our DNA rate sits at an average of 13%
- DNA rate for return patients on average is 13.9%. DNA rate for NPs on average is 11.1%
- The increase in DNA rate is not cost effective for our department and reducing this will be a cost benefit.
- A reduction in DNA rates will release appointments to be used for NPs resulting in reduced waiting times

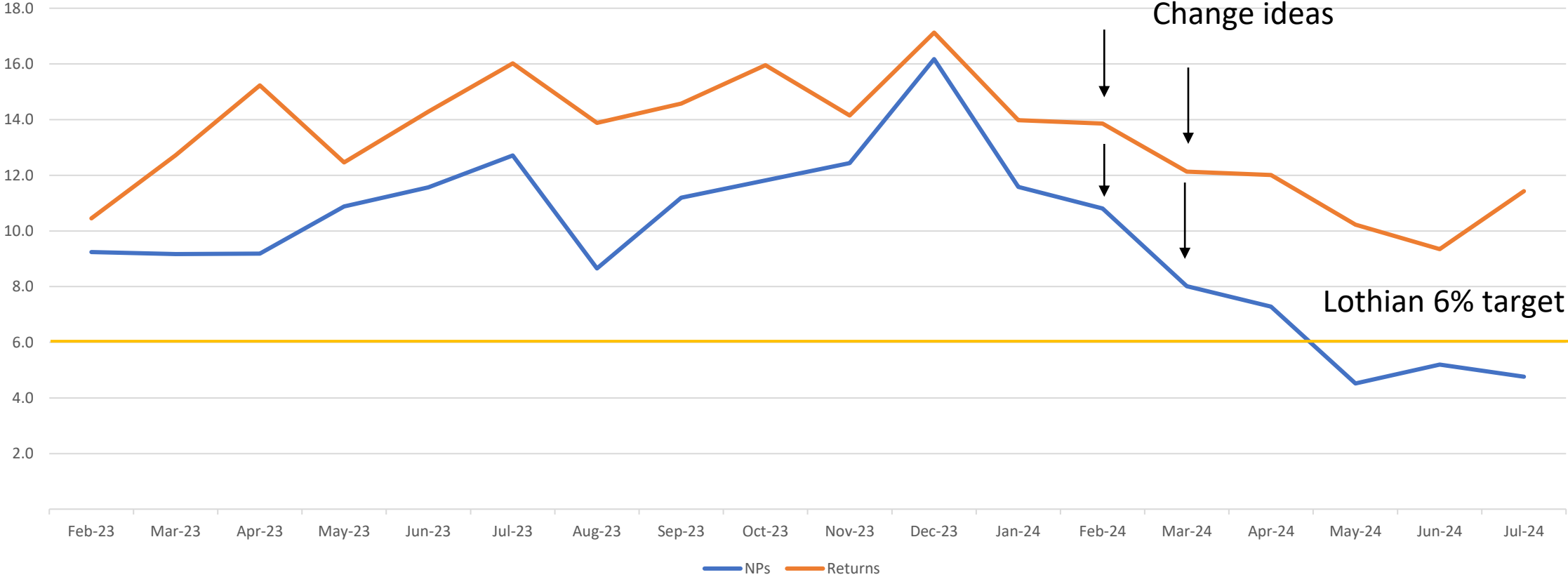


# New Procedure

- DNA policy explained. This change idea started on 12<sup>th</sup> February
- Use of PIFU and not reappoint patients for quick check appointments. This change idea started on 12<sup>th</sup> March
- A change of culture was adopted, and patients were not booked more than two weeks ahead.
- These changes increased availability of new and return patient appointments, resulting in a reduction in waiting times.

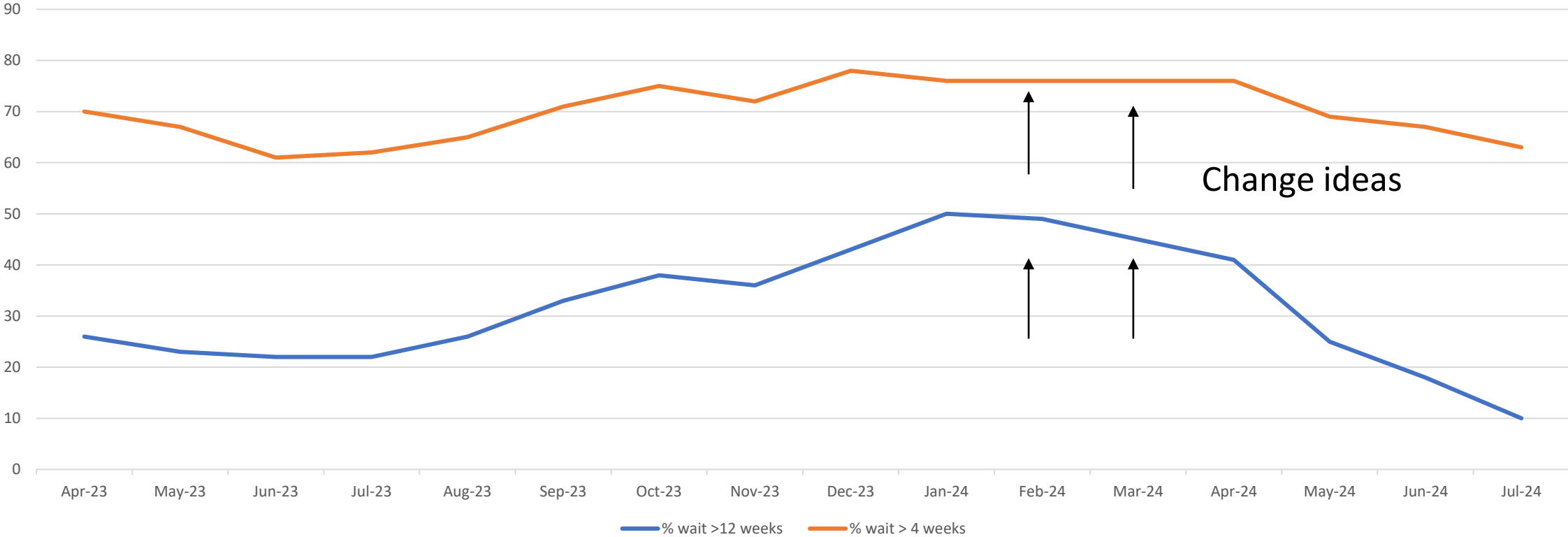
# Achievements

## Effect of change ideas on DNA rates within Core MSK Physiotherapy



# Achievements

Effect of change ideas on % of patients waiting >12 and 4 weeks



# Achievements

- Number of referrals on routine waiting list for core MSK Physiotherapy
  - January 2024 = 2,784
  - ↓
  - May 2024 = 2,576
  - ↓
  - July 2024 = 1,907



## Next Step

- Encouraging data over a 6-month period. Recommendation to continue with change ideas and ongoing review of data
- Divide DNA data between locations to highlight where to specifically target to reduce rate
- Consider further change ideas in the future to continue positive improvements in DNA rates



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