

Audit of MSK Patient Demographics: Who Are Most Likely To 'DNA'?

1. INTRODUCTION

- Patients who do not attend appointments (DNA) estimated to be 16.3% in Sunderland IMS.
- DNA demographics have been explored in primary care ⁽¹⁾, but not in MSK.
- Identifying patients most likely to DNA, may lead to improved attendance rates.

2. AIMS

- Identify demographics of patients most likely to DNA appointments.
- Consider interventions to improve DNA rates.

3. METHODOLOGY

110 DNA patients and 170 attendees from Oct-Dec 2016 were randomly selected for EMIS note review.

- The studied demographics were:
- Age
 - Sex
 - Occupation
 - Apt Day and Time
 - Clinic
 - Distance to Apt
 - Body Site

4. RESULTS

1. No significant difference in gender of DNA patients.
2. Greatest rates of non-attendance in patients aged 16-35.

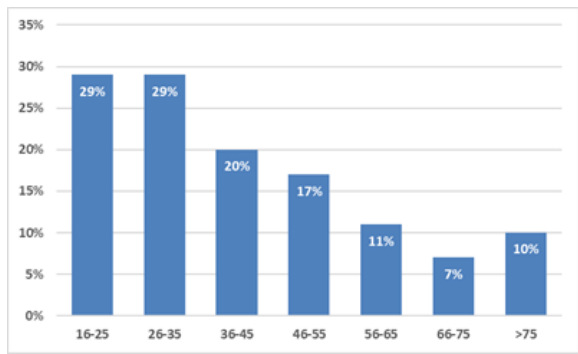


Figure 1. Rates of DNA as a % per age group.

3. Average distance to travel to appointments was less for DNA patients at 5 out of 7 clinics sites.
4. There was a higher proportion of DNA patients with back pain.

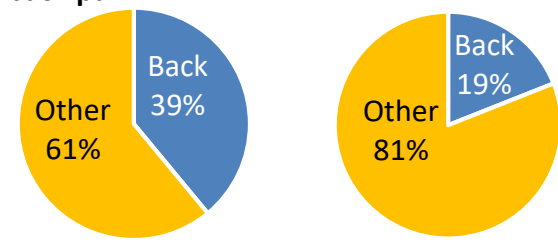


Figure 2. Pie chart comparing back pain in DNA and attendee groups respectively.

5. INTERVENTIONS

- Data was presented at department meeting.
- Implementation of text reminder system. Studies have shown it can improve attendance by up to 39% ⁽²⁾.

6. LIMITATIONS

- Small sample sizes due to time constraints.
- Poor rates of clinician coding on EMIS for affected body sites.
- No EMIS coding option for occupation.

7. DISCUSSION

- Young patients between 16-35 with low back pain most likely to DNA, but why?
- Are younger patients less compliant with NHS services?
 - Is there back pain too severe to attend clinic?
 - Are there financial restraints preventing their attendance?
- Re-audit required for completion of audit cycle.

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References:

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 (2) Hasvold PE, Wootton R. Use of telephone and SMS reminders to improve attendance at hospital appointments: a systematic review. Journal of telemedicine and telecare. 2011 Oct;17(7):358-64.