

MISSED APPOINTMENTS SURVEY RESULTS - UK 2007

Number of responses

UK 10,392 total practices 557 responses

Number of missed appts GP 13,466,800 yearly

Number of missed appts Practice Nurse 6,474,569 yearly

SURVEY QUESTIONS

Are missed appointments a problem in your practice?	Yes	87%	No	6%	No Response	7%	
What proportion of your missed appointments are for same day or next day appointments?	More than pre-bookable	9%	Less than pre-bookable	54%	Same as pre-bookable	24%	No response 13%
Would you support striking off patients who regularly DNA?	Yes	72%	No	25%	No Response	4%	
Would you support charging for missed appointments?	Under £10	49%	Over £10	19%	No	26%	No response 6%
What do you think is the main reason that people miss appointments?							
Forget them		46%					
Don't value their appointments		44%					
Can't get through to cancel		3%					
Feel better and don't go		37%					
Are anxious about appointment		1%					
Think they are helping GP by not turning up		1%					
Can't get time off work		3%					
Do you think that GPs value missed appointments as time to catch up?	Yes	23%	No	67%	Don't know	7%	No response 2%
Do you think that DNAs increase waiting times for other patients?	Yes	89%	No	7%	Don't know	3%	No response 1%
Do you think DNAs waste NHS money and resources?	Yes	97%	No	1%	Don't know	1%	No response 1%
Do you think missed hospital appointments are increasing, decreasing or staying the same?	Increasing	38%	Decreasing	13%	Staying the same	37%	No response 13%