

# MISSED APPOINTMENTS SURVEY RESULTS – UK 2003



DEVELOPING  
PATIENT  
PARTNERSHIPS

[www.dpp.org.uk](http://www.dpp.org.uk)

## Number of responses

UK 10758 total practices	649 responses	6.03%
England 8817 total practices	533 responses	6.05%
Scotland 1054 total practices	82 responses	7.78%
Northern Ireland 370 total practices	19 responses	5.14%
Wales 517 total practices	15 responses	2.90%

## Number of missed appointments GP

243950.35 weekly 12685418.20 yearly

## Number of missed appointments Practice Nurse

83589.66 weekly 4346662.32 yearly

## Do you think missed appts are a problem in your surgery?

yes (364) 57.96% no (264) 42.04%

## Do you think a reduction in missed appts could save the NHS money?

yes (564) 89.81% no (64) 10.19%

## Do you think a reduction in missed appts could lead to shorter waiting times for patients?

yes (581) 90.36% no (62) 9.64%

## Would you support charging for missed appts?

no (200) 32.05% yes under £10 (338) 54.17% yes over £10 (86) 13.78%

## Do you think patient education campaigns can help to reduce missed appointments?

yes (492) 77.60% no (142) 22.4%

## Do you think appt reminders by telephone, mobile or e-mail could help to reduce missed appts?

yes (392) 64.26% no (218) 35.74%

## Do you think there has been a change in the number of missed appts in the last two years?

Increase (164) 26.37% decrease (163) 26.21% stayed the same (295) 47.42%

## Would you welcome a facility in your practice to remind patients about their appts if it was available?

yes (474) 80.20% no (117) 19.80%

## Do you think PCO's should monitor DNA's?

yes (452) 74.10% no (158) 25.90%