



Question of the Month

Missed Appointments In the NHS

January - February
2018

Appendix

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Purpose of QOTM

To identify which Primary care Services has the greatest number of missed appointments and the reasons given for non-attendance.

Additionally, to canvass suggestions from ten respondents as to how these missed appointments could be prevented.

How we collected responses

We gathered views from local people across Nottingham City and Nottinghamshire County in the following ways:

-  Face to face with local people at public events and community groups and organisations, including Talk 2 Us Points in public venues across Nottingham City and at various community support groups in the County.
-  Through an online question linked to our website. The link was also included in our newsletters to our mailing list.
-  By sending postcard questions to community groups we have worked with before and who have agreed to give them out to local people on our behalf.

When we didn't give them the question card in person we provided freepost envelopes so that people could return their completed questions back to us directly.

We engaged in **30 Talk to Us sessions across city and county locations**. As the idea behind the QOTM was to gather information from the public in general, we did not feel it was a suitable survey to target any specific groups.

The survey


healthwatch
Nottingham & Nottinghamshire

Question of the Month

Office use

What is your FULL postcode?

Collecting this helps us to know we're reaching people across our City and County - It will not be used to identify you

Have you missed an NHS appointment in the last 12 months? Yes ☐ No ☐

If yes, was this for: (choose only for last missed)

<input type="checkbox"/> Dental appointment	<input type="checkbox"/> Mental health appointment
<input type="checkbox"/> GP appointment	<input type="checkbox"/> Optician appointment
<input type="checkbox"/> Hospital outpatient appointment	Other - please state <input type="text"/>

Was this because:

<input type="checkbox"/> Condition improved / got better	<input type="checkbox"/> I was worried / anxious about the appointment
<input type="checkbox"/> Date / time not convenient	<input type="checkbox"/> My carer was not available to take me
<input type="checkbox"/> Family / carer commitments	<input type="checkbox"/> The location was not convenient
<input type="checkbox"/> I did not have enough money to attend	<input type="checkbox"/> Too ill to attend
<input type="checkbox"/> I forgot	<input type="checkbox"/> Transport issues including parking
<input type="checkbox"/> I was not aware I had an appointment	<input type="checkbox"/> Work / school commitments

Other - please state

Whether you've missed an appointment or not - what do you think could help to prevent this?

<input type="checkbox"/> A more appropriate appointment (give detail below)	<input type="checkbox"/> Message to remind of appointment e.g. text / email
<input type="checkbox"/> Better information, e.g. directions or parking info	<input type="checkbox"/> Phonecall to remind of appointment
<input type="checkbox"/> Improve the cancellation process	<input type="checkbox"/> Reduce the need for follow up appointments

Other - please state

Have you contacted Healthwatch Nottingham or Healthwatch Nottinghamshire before? Yes ☐ No ☐

Please tell us a little about you: The following questions are optional, collecting further information about you helps us understand whether the people we are in contact with reflects everyone living in our area.

Age Are you Female ☐ Male ☐ Gender fluid ☐ Prefer not to say ☐

Is your gender identity the same gender you were assigned at birth? Yes ☐ No ☐ Prefer not to say ☐

Are you attracted to Females ☐ Males ☐ Both ☐ Neither ☐ Prefer not to say ☐

Are you a carer for anyone else? Yes ☐ No ☐ Are you cared for by anyone else? Yes ☐ No ☐

Do you work? Full time ☐ Part time ☐ No ☐ Retired ☐ Student ☐ Unable to work ☐ Prefer not to say ☐

Your religion? Buddhist ☐ Christian ☐ Hindu ☐ Jewish ☐ Muslim ☐ Sikh ☐ None ☐
Prefer not to say ☐ Other (please specify)

What is your ethnic group? Arab ☐ Asian ☐ Black ☐ Gypsy or Traveller ☐ Mixed/Multiple ethnic ☐
South Asian ☐ White ☐ Prefer not to say ☐ Other (please specify)

What is your main preferred language? English ☐ Other (please specify)

Have you been pregnant or given birth in the last 12 months? Yes ☐ No ☐ Prefer not to say ☐

Do you have long term health condition? (please specify)

Do you consider yourself to have any of the following types of disability? (Please tick all that apply)

Hearing impairment <input type="checkbox"/>	Learning impairment <input type="checkbox"/>	Mental health illness <input type="checkbox"/>	Physical impairment <input type="checkbox"/>
Social/behavioural problems <input type="checkbox"/>	Visual impairment <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>	Other <input type="text"/>

How would you describe your nationality?

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Responses by Demographics and District

All responses to questionnaire

Total responses

Total number of responses to questionnaire:	742	
Total number of responses from Nottingham City;	275	37.1%
Total number of responses from County;	467	62.9%

Response source

Response Source	Number	Percent
Office	650	87.6%
ESig	74	10.0%
NCVS	8	1.1%
TwitHWN	8	1.1%
HWNNWeb	1	0.1%
TwitHWNotts	1	0.1%
Total	742	100%

District

District	Number	Percent
Nottingham City	275	37.1%
Gedling	108	14.6%
Rushcliffe	92	12.4%
Ashfield	84	11.3%
Broxtowe	57	7.7%
Bassetlaw	48	6.5%
Newark and Sherwood	46	6.2%
Mansfield	32	4.3%
Total	742	100%

Gender

Gender	Number	Percent
Female	455	61.3%
Male	216	29.1%
Not disclosed	64	8.6%
Prefer not to say	6	0.8%
Gender fluid	1	0.1%
Total	742	100%

Age

Age Group	Number	Percent
1 - 15	7	0.9%
16 - 17	3	0.4%
18 - 24	34	4.6%
25 - 64	384	51.8%
65 - 85	192	25.9%
85+	7	0.9%
Not disclosed	115	15.5%
Total	742	100%

Ethnicity

Ethnicity	Number	Percent
White	512	69.0%
Not disclosed	107	14.4%
Asian	48	6.5%
Black	43	5.8%
Mixed/multiple ethnic group	13	1.8%
Prefer not to say	11	1.5%
Arab	5	0.7%
South Asian	3	0.4%
Total	742	100%

Employment Status

Employment status	Number	Percent
Full time	227	30.6%
Retired	194	26.1%
Not disclosed	123	16.6%
Part time	94	12.7%
No	42	5.7%
Unable to work	34	4.6%
Student	22	3.0%
Prefer not to say	6	0.8%
Total	742	100%

Disability – all responses

Disability	Number	Percent
Not disclosed	512	69.0%
Physical impairment	66	7.5%
Hearing impairment	49	6.6%
Mental health issues	38	5.1%
Visual impairment	38	5.1%
Prefer not to say	32	4.3%
Learning impairment	13	1.8%
Social/behavioural problems	4	0.5%
Total	742	100%

Disability – disability responses

Disability	Number	Percent
Physical impairment	56	24.3%
Hearing impairment	49	21.3%
Mental health issues	38	16.5%
Visual impairment	38	16.5%
Prefer not to say	32	13.9%
Learning impairment	13	5.7%
Social/behavioural problems	4	1.7%
Total	230	100%

31.0 % of respondents indicated that they had some sort of impairment.

Answers to question 'have you missed a NHS appointment in the last 12 months?'

Total responses

Have you missed a NHS appointment in the last 12 months?	123	16.6%
Total number of responses from Nottingham City;	71	57.7%
Total number of responses from County;	52	42.3%%

Responses by Demographics and District

Response source

Response Source	Number	Percent
Office	115	93.5%
ESig	7	5.7%
NCVS	0	0.0%
TwitHWN	1	0.8%
HWNNWeb	0	0.0%
TwitHWNotts	0	0.0%
Total	123	100%

District

District	Number	Percent
Nottingham City	71	57.7%
Gedling	15	12.2%
Newark and Sherwood	10	8.1%
Bassetlaw	9	7.3%
Rushcliffe	6	4.9%
Ashfield	5	4.1%
Broxtowe	5	4.1%
Mansfield	2	1.6%
Total	123	100%

Gender

Gender	Number	Percent
Female	79	64.2%
Male	34	27.6%
Not disclosed	10	8.1%
Prefer not to say	0	0.0%
Gender fluid	0	0.0%
Total	123	100%

Age

Age Group	Number	Percent
1 - 15	4	3.3%
16 - 17	0	0.0%
18 - 24	9	7.3%
25 - 64	73	59.3%
65 - 85	18	14.6%
85+	1	0.8%
Not disclosed	18	14.6%
Total	123	100%

Ethnicity

Ethnicity	Number	Percent
White	71	57.7%
Not disclosed	20	16.3%
Black	11	8.9%
Asian	9	7.3%
Mixed/Multiple ethnic group	7	5.7%
Arab	2	1.6%
Prefer not to say	2	1.6%
South Asian	1	0.8%
Total	123	100%

Employment Status

Employment status	Number	Percent
Full time	31	25.2%
Not disclosed	22	17.9%
Retired	21	17.1%
Part time	14	11.4%
No	12	9.8%
Unable to work	12	9.8%
Student	9	7.3%
Prefer not to say	2	1.6%
Total	123	100%

Disability – all responses

Disability	Number	Percent
Not disclosed	68	55.3%
Mental health illness	14	11.4%
Physical impairment	10	8.1%
Visual impairment	10	8.1%
Learning impairment	9	7.3%
Hearing impairment	6	4.9%
Prefer not to say	5	4.1%
Social/behavioural problems	1	0.8%
Total	123	100%

Disability – disability responses

Disability	Number	Percent
Mental health illness	14	25.5%
Physical impairment	10	18.2%
Visual impairment	10	18.2%
Learning impairment	9	16.4%
Hearing impairment	6	10.9%
Prefer not to say	5	9.1%
Social/behavioural problems	1	1.8%
Total	55	100%

44.7% of respondents who had missed an appointment indicated that they had some sort of impairment.

NHS Appointment Service Missed

Total responses

Have you missed a NHS appointment in the last 12 months?	123	16.6%
Total number of responses from Nottingham City;	71	57.7%
Total number of responses from County;	52	42.3%

Services with most missed appointments

Service	Number	Percent
GP appointment	45	36.6%
Dental appointment	30	24.4%
Hospital outpatient appointment	27	22.0%
Mental health appointment	8	6.5%
Other	7	5.7%
No service specified	3	2.4%
Optician	3	2.4%
Total	123	100%

Services with most missed appointments split by district

Nottingham

Service	Number	Percent
GP appointment	28	39.4%
Dental appointment	18	25.4%
Hospital outpatient appointment	10	14.1%
Mental health appointment	6	8.5%
No service specified	3	4.2%
Optician appointment	3	4.2%
Other	3	4.2%
Total	71	100%

Gedling

Service	Number	Percent
Hospital outpatient appointment	6	40.0%
Dental appointment	5	33.3%
GP appointment	2	13.3%
Other	2	13.3%
Total	15	100%

Newark and Sherwood

Service	Number	Percent
Hospital outpatient appointment	5	50.0%
GP appointment	3	30.0%
Dental appointment	1	10.0%
Mental Health appointment	1	10.0%
Total	10	100%

Bassetlaw

Service	Number	Percent
GP appointment	3	33.3%
Dental appointment	2	22.2%
Hospital outpatient appointment	2	22.2%
Mental Health appointment	1	11.1%
Other	1	11.1%
Total	9	100%

Rushcliffe

Service	Number	Percent
Dental appointment	2	33.3%
GP appointment	2	33.3%
Hospital outpatient appointment	2	33.3%
Total	6	100%

Ashfield

Service	Number	Percent
GP appointment	3	20.0%
Dental appointment	1	60.0%
Hospital outpatient appointment	1	20.0%
Total	5	100%

Broxtowe

Service	Number	Percent
GP appointment	3	60.0%
Dental appointment	1	20.0%
Hospital outpatient appointment	1	20.0%
Total	5	100%

Mansfield

Service	Number	Percent
GP appointment	1	50.0%
Other	1	50.0%
Total	2	100%

Services with most missed appointments split by gender

Service	F	M	N/D	F	M	N/D
GP appointment	25	15	5	55.6%	33.3%	11.1%
Dental appointment	25	5	0	83.3%	16.7%	
Hospital outpatient appointment	18	7	2	66.7%	25.9%	7.4%
Mental health appointment	5	2	1	62.5%	25.0%	12.5%
Other	3	2	2	42.9%	28.6%	28.6%
No service specified	2	1	0	66.7%	33.3%	
Optician	1	2	0	33.3%	66.7%	
Total	79	34	10	64.2%	27.6%	8.1%

Services with most missed appointments split by gender and district

Nottingham

Service	F	M	N/D	F	M	N/D
GP appointment	16	11	1	57.1%	39.3%	3.6%
Dental appointment	17	1		94.4%	5.6%	
Hospital outpatient appointment	8	1	1	80.0%	10.0%	10.0%
Mental health appointment	4	1	1	66.7%	16.7%	16.7%
No service specified	2	1		66.7%	33.3%	
Optician appointment	1	2		33.3%	66.7%	
Other	1	1	1	33.3%	33.3%	33.3%
Total	49	18	4	69.0%	25.4%	5.6%

Gedling

Service	F	M	N/D	F	M	N/D
Hospital outpatient appointment	4	1	1	66.7%	16.7%	16.7%
Dental appointment	4	1	0	80.0%	20.0%	
GP appointment	1	1	0	50.0%	50.0%	
Other	2	0	0	100.0%		
Total	11	3	1	73.3%	20.0%	6.7%

Newark and Sherwood

Service	F	M	N/D	F	M	N/D
Hospital outpatient appointment	2	3		40.0%	60.0%	
GP appointment	0	0	3			100.0%
Dental appointment	1	0	0	100.0%		
Mental Health appointment	0	1	0		100.0%	
Total	3	4	3	30.0%	40.0%	30.0%

Bassetlaw

Service	F	M	N/D	F	M	N/D
GP appointment	3	0	0	100.0%		
Dental appointment	0	2	0		100.0%	
Hospital outpatient appointment	1	1	0	50.0%	50.0%	
Mental Health appointment	1	0	0	100.0%		
Other	0	0	1			100.0%
Total	5	3	1	55.6%	33.3%	11.1%

Rushcliffe

Service	F	M	N/D	F	M	N/D
Dental appointment	1	1	0	50.0%	50.0%	
GP appointment	1	0	1	50.0%		50.0%
Hospital outpatient appointment	1	1	0	50.0%	50.0%	
Total	3	2	1	50.0%	33.3%	16.7%

Ashfield

Service	F	M	N/D	F	M	N/D
GP appointment	2	1	0	66.7%	33.3%	
Dental appointment	1	0	0	100.0%		
Hospital outpatient appointment	1	0	0	100.0%		
Total	4	1	0	80.0%	20.0%	

Broxtowe

Service	F	M	N/D	F	M	N/D
GP appointment	2	1	0	66.7%	33.3%	
Dental appointment	1	0	0	100.0%		
Hospital outpatient appointment	1	0	0	100.0%		
Total	4	1	0	80.0%	20.0%	

Mansfield

Service	F	M	N/D	F	M	N/D
GP appointment	0	1	0		100%	
Other	0	1	0		100%	
Total	0	2	0		100%	

Services with most missed appointments split by disability

44.7% of respondents who had missed an appointment indicated that they had some sort of impairment.

Disability	Number	Percent
Mental health illness	14	25.5%
Physical impairment	10	18.2%
Visual impairment	10	18.2%
Learning impairment	9	16.4%
Hearing impairment	6	10.9%
Prefer not to say	5	9.1%
Social/behavioural problems	1	1.8%
Total	55	100%

Service	Number	Percent
GP appointment	18	32.7%
Hospital outpatient appointment	15	27.3%
Dental appointment	12	21.8%
Mental health appointment	6	10.9%
Other	2	3.6%
No service specified	1	1.8%
Optician appointment	1	1.8%
Total	55	100%

Service	F	M	Total	F	M
GP appointment	12	6	18	66.7%	33.3%
Hospital outpatient appointment	10	5	15	66.7%	33.3%
Dental appointment	10	2	12	83.3%	16.7%
Mental health appointment	4	2	6	66.7%	33.3%
Other	1	1	2	50.0%	50.0%
No service specified	1	0	1	100%	
Optician appointment	0	1	1		100%
Total	38	17	55	69.1%	30.9%

Services with most missed appointments split by disability and gender

GP appointments

Disability	F	M	Total	F	M
Physical impairment	2	3	5	40.0%	60.0%
Learning impairment	2	2	4	50.0%	50.0%
Mental health illness	4	0	4	100.0%	
Prefer not to say	1	1	2	50.0%	50.0%
Visual impairment	2	0	2	100.0%	
Hearing impairment	1	0	1	100.0%	
Total	12	6	18	66.7%	33.3%

Dental appointments

Disability	F	M	Total	F	M
Learning impairment	2	1	3	66.7%	33.3%
Visual impairment	3	0	3	100%	
Mental health illness	1	1	2	50.0%	50.0%
Hearing impairment	1	0	1	100%	
Physical impairment	1	0	1	100%	
Prefer not to say	1	0	1	100%	
Social/behavioural problems	1	0	1	100%	
Total	10	2	12	83.3%	16.7%

Hospital outpatient appointments

Disability	F	M	Total	F	M
Physical impairment	4	0	4	100.0%	
Visual impairment	2	2	4	50.0%	50.0%
Hearing impairment	1	2	3	33.3%	66.7%
Mental health illness	2	1	3	66.7%	33.3%
Prefer not to say	1	1	1	100.0%	
Total	10	5	15	66.7%	33.3%

Mental health appointments

Disability	F	M	Total	F	M
Mental health illness	2	2	4	50.0%	50.0%
Hearing impairment	1	0	1	100%	
Learning impairment	1	0	1	100.0%	
Total	4	2	6	66.7%	33.3%

Other

Disability	F	M	Total	F	M
Learning impairment	1	0	1	100%	
Visual impairment	0	1	1		100%
Total	1	1	2	50.0%	50.0%

No service specified

Disability	F	M	Total	F	M
Mental health illness	1	0	1	100%	
Total	1	0	1	100%	

Optician appointment

Disability	F	M	Total	F	M
Prefer not to say	0	1	1		100%
Total	0	1	1		100%

Reasons for Missing NHS Appointment

Although 123 respondents indicated that they had missed an NHS appointment, due to the fact that the form allowed multiple answers, 160 responses were received to the suggestions we proposed.

Suggested reasons

Reason	Number	Percent
I forgot	33	20.6%
Other	31	19.4%
Date / time not convenient	21	13.1%
Too ill to attend	14	8.8%
I was not aware I had an appointment	12	7.5%
Work / school commitments	12	7.5%
Condition improved / got better	8	5.0%
I was worried / anxious about the appointment	8	5.0%
Family / carer commitments	7	4.4%
Transport / parking issues	7	4.4%
My carer was not available to take me	4	2.5%
The location was not convenient	2	1.3%
Not specified	1	0.6%
Total	160	100%

Reason	F	M	N/D	Total	F	M	N/D
I forgot	24	7	2	33	72.7%	21.2%	6.1%
Other	22	6	3	31	71.0%	19.4%	9.7%
Date / time not convenient	12	8	1	21	57.1%	38.1%	4.8%
Too ill to attend	12	1	1	14	85.7%	7.1%	7.1%
I was not aware I had an appointment	6	5	1	12	50.0%	41.7%	8.3%
Work / school commitments	11	1		12	91.7%	8.3%	
Condition improved / got better	3	4	1	8	37.5%	50.0%	12.5%
I was worried / anxious about the appointment	4	2	2	8	50.0%	25.0%	25.0%
Family / carer commitments	6	0	1	7	85.7%		14.3%
Transport / parking issues	4	2	1	7	57.1%	28.6%	14.3%
My carer was not available to take me	3	0	1	4	75.0%		25.0%
The location was not convenient	2	0	0	2	100.0%		
Not specified	0	0	1	1			100.0%
Total	109	36	15	160	68.6%	21.9%	9.5%

Other reasons

There were 40 other reasons described in the free text box on the form. Each reason was described only once except for 'I did not have enough money to attend' which was described on 5 occasions (12.5%).

Reason	Number	Percent
I did not have enough money to attend	5	12.5%

Appt re-arranged and not notified
 Attended on right date- wrong time
 Bad weather
 Bad weather - snowing
 Child had chicken pox
 Confusion over reminder message
 Could not get through to cancel appointment - number rang and rang
 D & V at the time
 Dermatology
 Did not receive a letter
 Didn't receive letter. Got text message but info didn't align with info from GP
 Endoscopy
 Forgot it was on/ no reminders
 Given incorrect time over the phone
 Got put off by the doctor who tried to get me to go private healthcare
 Got the date mixed up
 Housing
 I did not feel the intervention in first appointment
 I had a severe illness (Phoned to cancel beforehand)
 I thought my appointment was 10 mins later than the actual appointment.
 In hospital
 Letter came with new date, but no-one told the department the appointment had been changed
 Missed chiropody app at City Hospital
 Mixed days up, then fell asleep due to illness
 My mother was unwell and could not take me
 My mother was unwell and couldn't take me
 Never received letter for appointment
 Other concerns resulted in forgetting
 Phlebotomy appointment for routine blood
 Put wrong date on the calendar
 Rang and left message and didn't get it
 Reminder was not send (although requested)

Snowing on the day

The hospital taxi failed to come

Went on the wrong day

Suggestions for the prevention of missed appointments.

In response to the second part of the QOTM which was

Whether you've missed an appointment or not - what do you think could help prevent this?

HW provided six suggestions (shown below) along with a free text box option.

- A more appropriate appointment (give detail below)
- Better information, e.g. directions or parking info'
- Improve the cancellation process
- Message to remind of appointment e.g. text/email
- Phone call to remind of appointment
- Reduce the need for follow up appointments

Out of the 742 responses received, we received 1,196 answers to the suggestions we proposed.

Suggested reasons

Reason	Number	Percent
Message to remind of appointment e.g. text / email	489	40.9%
Phone call to remind of appointment	187	15.6%
Improve the cancellation process	155	13.0%
Other	150	12.5%
A more appropriate appointment (please give detail below)	102	8.5%
Better information, e.g. directions or parking info	57	4.8%
Reduce the need for follow up appointments	56	4.7%
Total	1,196	100%

Reason	Female	Gender Fluid	Male	Not disclosed	Prefer not to say	Total
Message to remind of appointment e.g. text / email	311	1	141	34	2	489
Phone call to remind of appointment	121	1	46	19	0	187
Improve the cancellation process	98	1	46	10	0	155
Other	87	0	45	16	2	150
A more appropriate appointment (please give detail below)	76	0	18	6	2	102
Better information, e.g. directions or parking info	35	0	15	7	0	57
Reduce the need for follow up appointments	36	0	14	6	0	56
Total	764	3	325	98	6	1,196

Reason	Female	Gender FluidF	Male	Not disclosed	Prefer not to say
Message to remind of appointment e.g. text / email	63.6%	0.2%	28.8%	7.0%	0.4%
Phone call to remind of appointment	64.7%	0.5%	24.6%	10.2%	0.0%
Improve the cancellation process	63.2%	0.6%	29.7%	6.5%	0.0%
Other	58.0%	0.0%	30.0%	10.7%	1.3%
A more appropriate appointment (please give detail below)	74.5%	0.0%	17.6%	5.9%	2.0%
Better information, e.g. directions or parking info	61.4%	0.0%	26.3%	12.3%	0.0%
Reduce the need for follow up appointments	64.3%	0.0%	25.0%	10.7%	0.0%
Total	63.9%	0.3%	27.2%	8.2%	0.5%

Other reasons

There were 189 other suggestions described in the free text box on the form.

Suggestion	No.
Evenings	2
Have a diary and put down a reminder	2
Improve parking	2
Reminder - phone call or text	2
Sometimes you could be waiting up to an hour to see your doctor who's running late.	2
Transport	2
A charge	1
A little more thought my Dr always 1 Hour late	1
A paper reminder - write it down	1
A quicker appointment for when people are ill	1
A reply system for DRs	1
A small fine	1
Able to choose own date not just given one	1
After 3 missed appointments patients should be charged or taken off that surgery's list	1
Agreeing the appointment with the person. Text cancellation	1
All of the above	1
All tests etc. need to be performed at OPA not further appointments, less admin & time	1
Also charge patient before they can have another appointment	1
Answer machine for out of hours	1
Appointment for 8.30am in the morning. After 11am for older people	1
Appointments at the time of need. Cancel via text	1
Appointments out of work time	1
Appts set cancelled	1
Appts so far ahead people have recovered & then don't cancel. Charged for missed appt.	1

Appts when I can get. poor parking facilities treatment centre QMC, Park House	1
Ask when is most suitable time for appointment	1
Be able to text to cancel	1
Being able to video call instead of going to the surgery	1
Being charged (how much does a GP appt cost?) & make it easier to book appt. online.	1
Book & cancel.	1
Being given options of appointments. City Hospital parking needs improving	1
Better & enough disabled parking which aren't taken up by able bodied	1
Better appointment time for dentists	1
Better certainty to see same GP to avoid repeating same info again	1
Better education about reasons they need to see the doctor, especially if they have multiple appts	1
Better parking (Carlton surgery)	1
Better training for receptionists re follow up appointments after tests.	1
Breakdown of dental charges	1
But it should be responsibility of patient to inform of a cancellation	1
But it was my responsibility - so not GP's fault	1
Cash fines for missing appointments	1
Change an appt. by text, Facebook messenger - free	1
Charge	1
Charge before getting another appointment	1
Charge for a missed appointment	1
Charge for missed appointments unless informed	1
Charge patients who do not attend	1
Cheaper parking	1
Clearer message to say where and what dept.	1
Clinical triage to make sure appointment is needed & is made with right health professional.	1
Could be late because of parking issues	1
Could prove difficult if during working hours	1
Different location	1
Difficult to park at Carlton medical practice - Big slope from disabled parking bay and no handrail	1
Discounted parking for those who regularly attend	1
Discuss appointment before finalising it	1
Don't keep changing date/time	1
Don't know	1
Drop in service for blood pressure checks	1
Earlier times (no waiting around)	1
Early appointments	1
Early/Late	1
Email	1
External hours/flexible hours/weekends	1

Facility to cancel GP appointment via txt	1
Family member to get a text	1
Family member to help (doubles it up - primary contact)	1
Fine but depends on circumstances	1
Fine people if the miss their appointment	1
Fine them	1
Fine them, timed appts, make it easier to re-book an appt	1
Fine them. Two strikes and you're out	1
Fine, 3 strikes and out, more flexibility, hours - weekend	1
Fines	1
Fines for missed appointment to be paid into nhs. No treatment till paid	1
Fitting in with schedule	1
Flexible time	1
Get a bill for DNAs	1
Get in touch with family members. volunteer transport	1
Give more appointment slots v. early am & v. late pm	1
GP appts are so far in advance the problem may have resolved itself or A and E attended	1
Have a diary	1
Have a telephone number for cancellations only	1
Have a text number to cancel that works	1
Having it at King's Mill not Derby as I live at Alferton, Admin to transfer over as been slow	1
Hospital appointments especially - Reminders by phone/text/email	1
I always get an email/text reminder	1
I am sometimes late for my appointments	1
I got the reminder on the day, a few days before would be helpful	1
I need pre or post work appointments	1
I think there's quite a lot of research about the variables which affect attendance. i.e. eye contact	1
I'm a great believer than we should start educating children in schools about firstly appropriate	1
If miss appointment without notification, then a small fine should be charged	1
If people continue to miss appointments - they're out!	1
if they very ill it's understandable otherwise charge	1
Improve communication 'system' to patient	1
improve communications i.e. proper details on where to go	1
Improve parking (hospitals)	1
Improve parking at wellspring	1
Improved specific public transport service	1
In South GP Practice we have app. with reminder	1
Include how much the appointment costs in any text therefore demonstrating how much would be lost	1
Interpreter to contact the night before to help people come	1

Invoice for £10, payable before any further appointments	1
Late night/weekends/them being ready on time	1
Less hours at work	1
Let people know the consequences: that someone else has been displaced and could have had your appt.	1
Letter and notification on time	1
Long opening hours/weekends	1
Long wait for GP appointment	1
Longer appointment time to cover everything which lessens the need to come back for another appointment	1
Longer GP opening times and weekends for people who work.	1
Make an appointment - check with doctors	1
Make sure you're responsible - write it down & keep to it	1
Make the cancellation process easier for those with disabilities	1
Make the whole system simpler	1
Making early morning appointments	1
More accessible appointments especially INR	1
More allowance for forgetfulness - another message	1
More appointments out of core working hours	1
More doctors	1
More evening appointments/Saturdays	1
More GPs available	1
More info in reminder text: referral process made clear	1
Most places now send text - really useful	1
Need to be able to reply to text messages when we get an appt reminder	1
None	1
Not having to wait two weeks or more	1
Not NHS at fault, people should call to cancel	1
Nothing	1
Nothing - I would get here	1
One that's convenient for you	1
Online cancellation	1
Only operate in school hours, gone for one nearer work	1
opening into evenings and weekends	1
Our GP doing online service so speak to GP before going	1
Out of hours & weekends etc.	1
Out of work hours	1
Parking is an issue	1
Patient appointments are never made with (frequently stated) carer needs taken into account	1
Patients responsibility to cancel and attend	1
Patients to cancel - it's their responsibility	1
Patients to take a more responsible attitude	1

Patients to take responsibility - fines to be imposed!	1
People being responsible	1
Personal responsibility	1
Plan ahead - always ring up to confirm	1
Problems cancelling online	1
Problems with parking at Carlton surgery	1
Provide a phone number to call to cancel	1
Provide the right number to cancel	1
Public should value NHS and attend meeting	1
Publish cost of missed appointments and publish local newsletter	1
Put a reminder on the calendar	1
Quicker access to GP	1
Re-booking service online & check for cancellations to bring appointments forward	1
Receive text message, very effective	1
Record and analyse reasons why people miss appointments- implement methods to provide help.	1
Reduce delays (run to appointment times)	1
Reminder on the day of the appointment, especially for the elderly	1
Send letter to remind	1
Send taxi for elderly	1
Short staffed at work	1
Should need reminding if you make appointment then you can cancel just as easy	1
Small charge	1
Some appointments are inconvenient - the question should be 'Is this appointment good for you'	1
Some sanction against persistent offenders.	1
Sometimes difficult to get through to cancel	1
Sooner appointments	1
Start charging them	1
Stating cost to the NHS so we can be conscious of it	1
Stay open longer hours - after work e.g. till 8pm	1
Strike people off after 3 missed appointments	1
Struggle to get appointments at GP	1
Take them off the list after about 5 times	1
Telephone appointments, appointments that run on time, online chat appointments	1
Text closer to day of appointment	1
To support people who work	1
Transport issues	1
Volunteer to call 1 week before	1
When appointment made a discussion/advice on how to cancel and importance of doing this	1
Wider access to GP/hospital appointments!	1
Work	1

Write it on the calendar

Grand Total

1

189

The above suggestions have been categorised broadly into the following categories.

Suggestion (Other)	Number	Percent
Charges/fines	32	16.9%
Parking	13	6.9%
Appointment time flexibility	45	23.8%
Greater personal responsibility	20	10.6%
Better reminders from service provider	17	9.0%
More staff to accommodate appointments	11	5.8%
Easier cancellation process	17	9.0%
Other	34	18.0%
Total	189	100%