

Wasting Time (and Lives?)

Is it YOU?

The North Thoresby Medical Practice has a Patient Participation Group (PPG) and we were recently angered to learn of the number of missed appointments with either a doctor or nurse over the last 3 months - over 520.

This equates to over 86 hours of wasted time!

We all know that one of the most frustrating things for patients at our top class medical practice is trying to get a suitable appointment or an appointment at all. However did you realise that a major reason for this difficulty is DNAs (Did Not Attend)? These are the patients that simply do not attend and are lacking the courtesy to contact the surgery to cancel their appointment. This does not include those patients who do so in the correct manner.

Behaviour of this sort not only wastes the valuable time of our hard pressed doctors and nurses, but also costs the tax payer especially at a time when the NHS is facing a financial squeeze. Furthermore it deprives another patient of the opportunity to see a clinician and possibly puts their health at risk.

A significant number of these DNAs are generated by the same minority of patients who just do not seem to care about their selfish behaviour.

Whilst the PPG appreciate that a small number of DNAs are unavoidable the vast majority are. As a result, those patients who persistently miss appointments for no good reason could ultimately be removed from the practice list; an action which our Practice would be loath to carry out.

As a community we need to work together to reduce the unacceptable number of DNAs so that we can stop the 4 or 5 appointments with either a doctor or nurse which are missed on a daily basis.

If you are one of the regular patients who are thoughtlessly missing your appointments, please consider that your selfishness could be jeopardising someone else's health.

Compiled by the Patient Participation Group of the North Thoresby Medical Practice