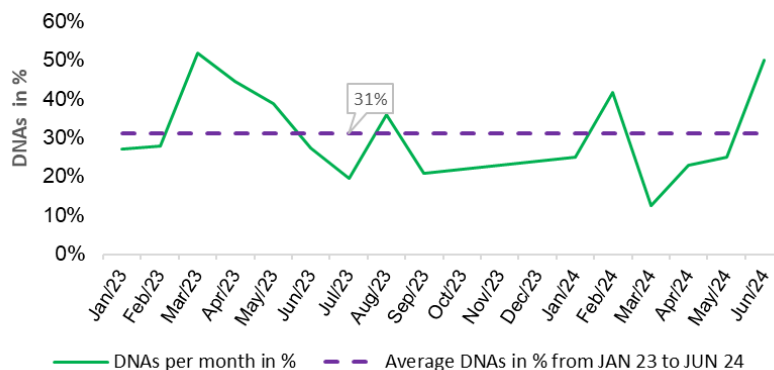


## Step 1: Understanding the problem

Between January 2023 and June 2024, the average percentage of DNAs was 31 per cent. Patients are offered eight consecutive hydrotherapy appointments. These patients, with majority having complex needs, rely on their carers to provide transport and for appointment keeping.

Relevancy – Putting communities first

**Baseline data - DNA percentage for Hydrotherapy sessions January 2023 to June 2024**



### Clients

- Carers may have incorrect appt details
- High levels of sick
- Far to travel
- Lack of carers to support at sessions
- Lack of carers to provide transport to sessions
- Timing of appointments – clients tired at the end of the day and some have medication at this time

### Factors contributing the DNA rate

- No text reminders
- Call service to cancel appointments
- Email to cancel appointment
- Cancel too close to appt - difficult to fill slot
- Referred back to waiting list if DNA'ed
- Current average wait is 7 months

- Pool located in Folkestone
- Pool cold (Margate)
- Held on a Friday 3-5pm – late timings affect carer change over

### Process

### Environment

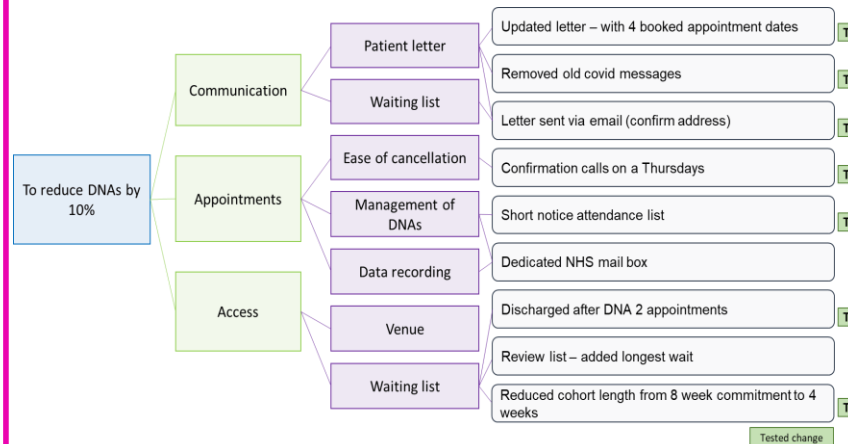
## Step 2: What are we aiming to achieve?

Reduce DNAs by 10 per cent from 31 per cent to 21 per cent by March 2025.

## Step 3: What other measures do we need to think about?

- Capture patient feedback
- Capture carer feedback
- Monitor client discharge rate.

## Step 4: What changes can we make to achieve the aim?



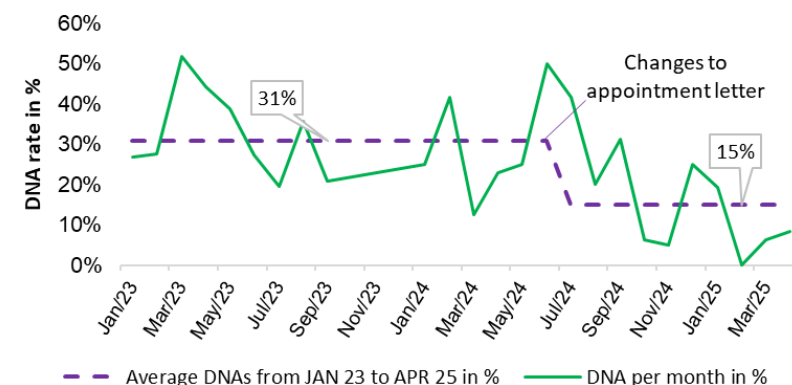
## Step 5: PDSA ramp / plan

- Review appointment letter and remove unnecessary information.
- Follow easy read letter guidance on the intranet, flo
- Trial new letter format
- Review discharge process
- Implement an 'available at short notice appointment list'.

## Step 6: Results and learning

- ✓ We achieved our aim and reduced the DNAs by 16% from 31% to 15%.
- ✓ Patients were offered shorter appointment commitment lengths, reduced from 8 to 4 weeks.
- ✓ Discharging client appropriately and consider patients' needs.
- ✓ The short notice appointment list has been valuable, slots are filled quickly when appointments are cancelled.
- ✓ Restructured appointment letters and advanced notice of appointments, allowed carers to arrange patient transport in advance. This had the greatest impact on the services' DNA's.

**DNA percentage for Hydrotherapy sessions from January 2023 to April 2025**



Hoists in the changing area are better and enjoy the one-to-one support. – Carer feedback

Like the warmer pool and the music. Used to be my school and like seeing my old teachers. – Client feedback