

## Reducing DNA's in the Trust: a tale of Quality/Library collaboration

When you need to reply to a question from the Commissioners, contacting the library may not be top of your 'to do' list. But here's a story that shows how we can help and save you time ....

The Trust's Commissioners had raised concerns about DNA rates in some areas, and their potential impact on patient safety and care. The Associate Director, Liz, needed information to reply but didn't have time to search thoroughly for herself so she asked the library to do a search on national DNA rates and research into how to reduce DNAs, to inform a 'deep dive' thematic review

The librarian identified a range of information (we don't just do books and article references!) including statistics, research studies, policy documents and examples of what other Trusts do to reduce DNAs. To make the mountain of results more manageable, she organised them by common themes and summarised the main evidence. This made it easier for Liz to use the evidence base in her review and presentation to the Commissioners.

The strong evidence base helped reassure Commissioners that:

- Trust DNA rates are in line with national figures,
- the Trust already follows best practice
- the DNAs are not having a negative impact on service quality or safety

The thematic review of DNAs also identified actions resulting from the evidence base including reducing time between making and holding an appointment and increasing use of text reminders.

So, next time you need an evidence base to support your case, and you're struggling for time, don't forget the library can help!



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