

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!



NHS DNA Supporters Pack

Forgetting to cancel your unwanted GP appointment can prevent someone else from being seen. So if you can't make it, cancel it - it's as simple as that!

Background

NHS England are currently working to reduce the number GP appointments that are missed and logged as DNAs ('did not attend'). Missed appointments are one of the main factors which contribute to a strain on time and resource within the NHS, so reducing them is essential for both improving patients' access to health services and reducing the demand for GP appointments.

Research has found that the main reason for DNAs is because patients just simply forget about their appointments, so the aim of the 'Don't forget' campaign is to encourage people to put practices in place to ensure they'll remember their appointment, or to cancel it if they can no longer attend.

What we want you to do...

Don't forget!

There are three things you can do to help reduce DNAs:

1. Cancel your appointment by giving your GP practice a call or by visiting their website.
2. Make sure all your details are up-to-date next time you visit your GP - that way they can send you text/email reminders.
3. Put the date in the diary or an alert in your phone so you definitely won't forget!

Get involved

Help us spread the word! Just download, print and display our campaign materials in your local area to help encourage more people to cancel their unwanted doctor's appointments.

Remind others to cancel their unwanted GP appointments by sharing our campaign messages on social media with the hashtag #IWontForget

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Example social media posts

If you forget to cancel your unwanted GP appointment, you prevent someone else from being seen. So, if you can't make it, cancel it! #IWontForget

#IWontForget to cancel my unwanted GP appointment - will you?

If you can't make your doctor's appointment, just cancel it - it's as simple as that!

#IWontForget

Missed appointments prevent someone else from being seen. #IWontForget to cancel mine.

Share to win!

For a chance to win a Fitbit or health foods hamper, just share a photo of the campaign message (pictured below) on Facebook, Twitter or Instagram with the hashtag #IWontForget. Winners will be announced in August 2018.

Find out more

To find out more about the campaign or download our campaign resources, visit:
www.leedscg.nhs.uk/DNA

Example graphics:

