

# Project Proposal Form

Reference ALL6003...

<b>Project Title</b>	Missed Appointments at GPs, Hospitals and other health & social care providers (DNAs)
<b>Proposed start and end date</b>	March 2010 – March 2011
<b>Revision</b>	14 March 2010
<b>Lead Person &amp; Contact details</b>	Ian Flack and Peter Blackman (at present)
<b>Localities Involved</b>	all

## Other members of Project Team ( if available)

Ian Flack  
Peter Blackman  
Researcher  
Volunteer Members

## Details regarding the Project including background to proposal

### Background

DNAs are said by patients and service providers alike to be a major problem in that they:

- Cost money
- Prevent other people from having appointments or increase waiting times.

Another way of looking at DNAs is their affect on quality and morale in the service, the concept of cost of quality

Cost of quality = price of conformance + price of non-conformance  
CoQ = PoC + PoNC please explain as don't know what these stand for!

DNAs are PoNC. The amount may easily be calculated.

## Aims and Objectives

The project has four aims:

1. To discover the extent of the DNA problem across health & social? Don't we want as many projects as possible to include social care as well as health??care services
2. To calculate the PoNC
3. To attempt to identify causes of DNAs
4. to disseminate the findings in such a way as to encourage patients and other service users to keep their appointments or to cancel them giving as much notice as possible.

PCTs, hospitals, GP practices etc gather details of DNAs. Our project would use this data, validating a sample by direct approaches to frontline providers to measure the extent across the county and used officially provided figures to calculate PoNC. This is essentially desk research. Once the scope of the problem is identified social market research methods (to be determined from interviews, focus groups etc).

Possibly sample one month's data; but investigating any seasonal variances.

## Resources Required [e.g. Staff, LINKs members, Partners; Information, Research.

10 days Desk research – LINK Coordinator/LINK member/volunteer/contracted researcher

15 days field work/analysis/write up

Expenses

Dissemination

## Projected cost/expenditure [brief breakdown eg Room hire, expenses, publicity/printing, third party

10 days Desk research – LINK Coordinator/LINK member/volunteer/researcher

15 days field work/analysis/write up @ £250 per day = £3750

Expenses £750

Dissemination £500

Total £5,000

**Procurement issues or where guidance needed**

NO       YES       [if yes provide brief narrative]

**Possible Risks that could affect Project** [brief narrative]

PCTs etc unwilling to share data  
Service users unwilling to take part  
Inability to find and manage researcher

Submitted by Name.....Signed.....Date.....

**Assessment Comments:**

<b>Project Content &amp; Objectives</b>	
<b>Resource Requirement</b>	
<b>Costs/expenditure</b>	
<b>Risks</b>	
<b>Qualifications</b>	
<b>Monitoring requirement</b>	

**Approval / Sign-off**

Date