

## **DNA rates and SMS text reminder service**

### **Request**

1. What is your annual DNA rate as a % of all appointments?
2. Do you use an SMS Text reminder service for appointments?
3. If yes – what % reduction in DNA rates have you seen since its introduction?
4. If yes – is this rolled out to all services\teams?
5. If only used in a selection of services can you confirm if these are:
  - a. Community Mental Health Teams
  - b. Children and Young Peoples Services
  - c. Early Intervention Services
  - d. Drug and Alcohol services
  - e. Improved Access to Psychological Therapies (IAPT)
  - f. If other than listed above, please can you state
6. If yes – have you used the solution for other reminders as well as just for appointments? If yes, could you provide examples
7. Have you ever looked in to or piloted an SMS Text reminder service but not rolled it out?
8. If yes – what were your reasons for not taking forward?
9. If no – why have you not considered SMS Text for appointment reminders?

### **Our Response**

This information is exempt under Section 21 of the Freedom of Information Act 2000, as it is identical to a previous FOI request reference number SG562, our response to which can be found on our website at: <http://www.leicspart.nhs.uk/Library/LibraryFOI1314SG562.pdf>