PDSA Cycle [1]

Aim: what are you trying to accomplish?

We are trying to identify why patients of our outpatient clinic are not attending their appointments.

Plan: what will your test be?

We will collect data through a survey completed directly by our patients.

Prediction: what do you think will happen as a result of your test?

We will have a better understanding of the reasons why our patients miss their appointments and what they would suggest would help them towards attending more frequently.

Do: what happened when you carried out your test?

We got some valuable information on how frequently patients thought they are missing appointments, the reasons behind missing appointments and how this could change in the future.

Study: how did the results of your test compare with predictions?

We did get a very good understanding but we didn't have as much response as we had predicted.

Act: how will you change your previous test in light of what you have learned?

Apart from patient's opinions, we need to seek opinions from professionals working within the team.

PDSA Cycle [2]

Aim: what are you trying to accomplish?

> We are trying to identify why patients of our outpatient clinic are not attending their appointments.

Plan: what will your test be?

> We will speak to the team to see what they think the reasons are behind DNA rates.

Prediction: what do you think will happen as a result of your test?

> We will have a better understanding of the reasons why our patients miss their appointments and what we can do to help them towards attending more frequently.

Do: what happened when you carried out your test?

> We got a better understanding of how professionals approach the issue and what are their difficulties in engaging patients. Suggestions came out of this meeting. Also, this raised awareness amongst staff and might have had an impact on them reminding their patients, or making sure they outcome their appointments on the electronic system properly.

Study: how did the results of your test compare with predictions?

> We found the meeting quite useful as it showed us that there are a few more complexities that what we had thought of at the beginning.

Act: how will you change your previous test in light of what you have learned?

> We need to test how some of the suggestions from patients and professionals can be implemented.

BMJ Quality Improvement Programme PDSA Template

PDSA Cycle [3]

Aim: what are you trying to accomplish?

> We are trying to improve the DNA rates of our outpatient service.

Plan: what will your test be?

> We will introduce text messaging to remind people of their appointments. We will also suggest some changes in the section on our electronic system where the attendance is being recorded.

Prediction: what do you think will happen as a result of your test?

> We would expect a reduction of our team's overall DNA rates.

Do: what happened when you carried out your test?

> Changes on our electronic system could not take place. Introducing text messaging brought about a significant drop in our Team's DNA rates.

Study: how did the results of your test compare with predictions?

> The results were compatible with what we were hoping to achieve.

Act: how will you change your previous test in light of what you have learned?

> We need to continue monitoring our results on a monthly basis and take steps towards sustaining the project.