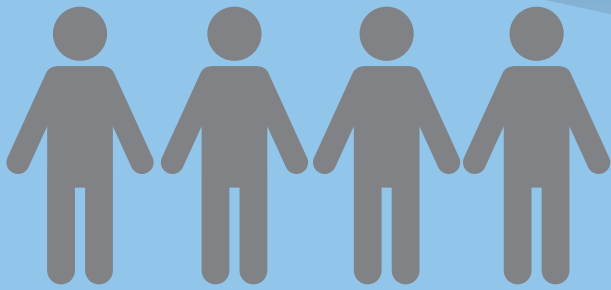


How East Sussex Healthcare NHS Trust Reduced Missed Appointments!



440,000
Outpatients
attended in 2015



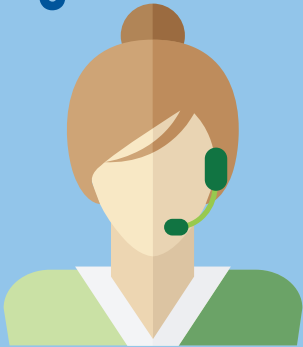
Patient Did Not Attend Rates

DNA rate in 2013 **12%** using IVM reminders only

By adding: ✓ Agent calls ✓ Text ✓ IVM

DNA rate in 2016 **7.8%** 3 communications channels

In March 2016 Agent calls...



Confirmed **4,905**
patient appointments

Contacted **53** patients
who didn't know they
had an appointment

Opened up **266** slots to reuse with
cancelled or rebooked appointments



In 1 month agent
calls generated
£38,280
in potential income

In 7 months missed
appointments reduced by **8,000!**



Trust income generated
£1.3 million
In 1 year

Now remind **89%** of patients

