

Update the appointment letter with information that **might reduce DNA's and reduced anxiety before appts.** More detail e.g what to expect, who will be there when you arrive, what the environment will be like, how many clinicians will be there, what kind of q's will they ask.

Learning so far

- Key learning, data, reflections etc

Predictions

- *It will improve the patient experience before appts (and reduce anxiety)*
- *Will people feel more informed about the appt*
- *It reduce DNA's*

What we are doing

- Put together content for new letter, with wider team
- Lee's input – and other lived experience
- Design authority – can they take a look once complete?

How we are measuring change

- What will you measure (based on your predictions); how often
- Assessment DNA rates
- Monitor 'I want great care' feedback forms (look into the measures)

Next steps

- Next steps for the idea