

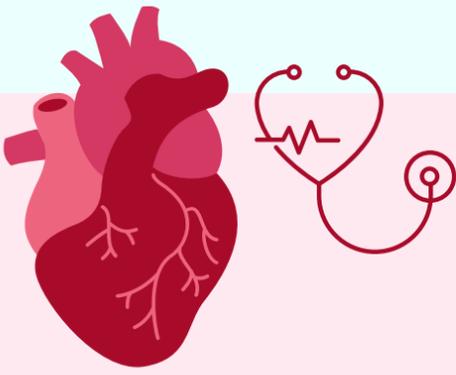
Addressing health inequalities by co-developing change to reduce missed appointments across Bristol, North Somerset and South Gloucestershire

At North Bristol NHS Trust

Over **5 THOUSAND** patients across BNSSG missed their cardiology appointment in 2022



of patients from the most deprived areas missed their appointment



Missed appointments lead to **worse** care for patients, **inefficient** use of staff and **increased** waiting times.

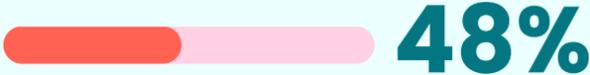
This can be avoided if we work with patients to deliver healthcare that is **more accessible**.

For every 13 attendances, there was 1 non-attendance



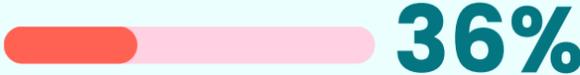
Costing around **£640,000**

The most deprived patients were



more likely to miss their appointment than the least deprived

For ethnic minority groups the DNA rate is



higher than white ethnicities

"Cardiovascular health is impacted by modifiable factors, including access to health and care services and the social and economic conditions in which people live. **Gender, age, ethnicity, and social deprivation** all impact our chance of developing risk factors for heart disease, such as diabetes and high blood pressure."



Our aims:

1. Understand the **barriers** to accessing healthcare
2. **Co-design** improvements with patients and clinicians
3. Reduce the **variance** in DNA rate by social deprivation and ethnicity



Contact khadija.begum@nbt.nhs.uk for more information