

3.17 Patients' Reported Reasons of Non-Attendance in a Respiratory Outpatient Services

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Non-attendance to planned care is a widespread problem across different hospital settings worldwide. It affects healthcare resources by reducing clinic efficiency and increasing wait times for specialist consultations and waiting lists. A phone-based interview questionnaire was utilised among patients identified as non-attendees at the respiratory outpatient services of Our Lady of Lourdes Hospital in Drogheda, Ireland. Out of 30 identified non-attendees, 14 responded and completed the survey interview. The majority of patients were aged 65 and above. The main reason for non-attendance was a lack of awareness of the planned care (n=10), an appointment cancelled by a hospital staff member (n=2), forgetting the appointment (n=1) and hospital admission (n=1). This highlights the importance of appointment notifications and reminder letters and empowering them to be responsible in scheduled care. In light of digital transformation, considering an electronic notification to remind patients of their appointments. Further studies to determine other factors influencing increased non-attendance to outpatient care.

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