

**Leeds Health and Care Plan: Inspiring Change through Better Conversations with Citizens  
(Minutes No.41 refers)**

**Subject: OFFICIAL : Follow up from 17<sup>th</sup> December 2017 Meeting of the Outer North East  
Community Committee**

Dear Cllr Robinson, following your email to Nigel Gray, please find the answers below to the questions that you raised.

**1 The number of missed GP appointments in the Outer North East and the cost to the health service**

Unfortunately, without contacting the practices direct we don't have access to the DNA rates for those specific practices.

Some work in other parts of the City has provided us with data relating to the DNA rate which shows this can range from anything from 18% to 2.3% per practice (as a percentage of all appointments).

Using this data we can scale up for the City which shows that there will be approximately 17,000 DNAs per month (with an average 330,000 attendances per month in General Practice).

If you work on a basis of 10 minute consultations that is a significant number of hours lost which results in people either waiting longer for appointments or being seen as urgent 'extra' appointments. We know that different practices use different appointment models which can support improvements in DNAs.

Nationally, it is reported that more than twelve million GP appointments are missed each year in the UK, costing in excess of £162 million per year and as part of the GP Forward View there are some key top tips for improving DNAs such as encouraging patients to write appointment cards themselves (some case studies has reduced DNA rate by 18% by this initiative), reminders by text and making it easier for patients to cancel appointments.

We are working with practices raise to awareness in both practices and with patients, and will be relaunching our Forgetful Friend DNA campaign very shortly..

**2 A resident raised with me the removal of gluten free food on prescription and I wondered what stage this was up to (please see the image below)**

Last year we undertook a consultation with Leeds citizens, patients, carers and third sector organisations which included asking people about not routinely prescribing gluten-free foods.

However, the CCG Partnership has agreed that we will await a decision from the Department of Health, (DoH) on prescribing gluten free foods. We are currently not advising GPs in Leeds to stop prescribing gluten free products and will follow the DoH decision.

We have sent this information to GP practices and community pharmacies and asked them to ensure that it is shared with practice teams and community pharmacy teams as soon as possible. The key messages are:

- The Leeds CCGs Partnership will await a decision from the Department of Health on the prescribing of gluten free foods before making any recommendations in relation to the prescribing of these products
- Please do not advise patients that their gluten-free / OTC medicine may no longer be prescribed. The current advice is that these are still available where they have been previously prescribed.

- Patients, practices and community pharmacy who have any queries about the proposed changes should be directed to [medicineleedswest@nhs.net](mailto:medicineleedswest@nhs.net)
- Where individual practices have taken the decision to make changes in their prescribing, that is an individual decision, please discuss any concerns directly with the practice team.

We will write to Coeliac UK to make sure that they have this information

I hope this is useful, but please let me know if you need anything else

Kind regards

Carolyn

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