

## Decrease the number of DNAs (did not attend) to psychology groups and workshops to increase the efficiency of groups.

**Aim:** To develop an effective strategy to help reduce the number of DNAs to psychology groups and workshops by 50% at HMP Downview by January 2019.

### Project background/Introduction

The psychology team at HMP Downview were having difficulties in retaining attendance of service users in psychology groups in the prison. DNAs were reducing the number of women receiving support, and preventing psychology staff from making full use of available capacity.

Psychology resource in prisons is limited and we continuously need to maximize the efficiency of service provision in order to provide clinical interventions to those in need. Psychology groups are offered as an intervention designed to reach maximum numbers of women in prison. They provide psychoeducation and therapeutic support and are best delivered with a consistent group of attendees.

DNAs in prisons are for multiple and complex reasons, and it was felt by the team that these needed to be better understood.

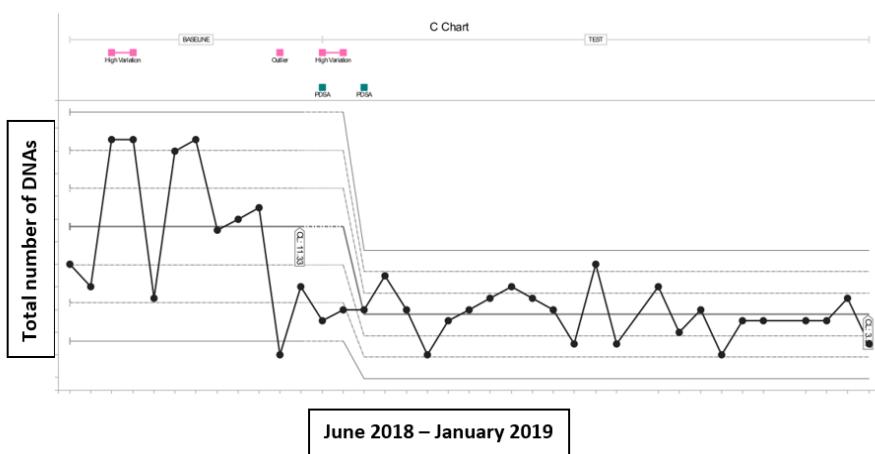
### Measures

#### Outcome measures:

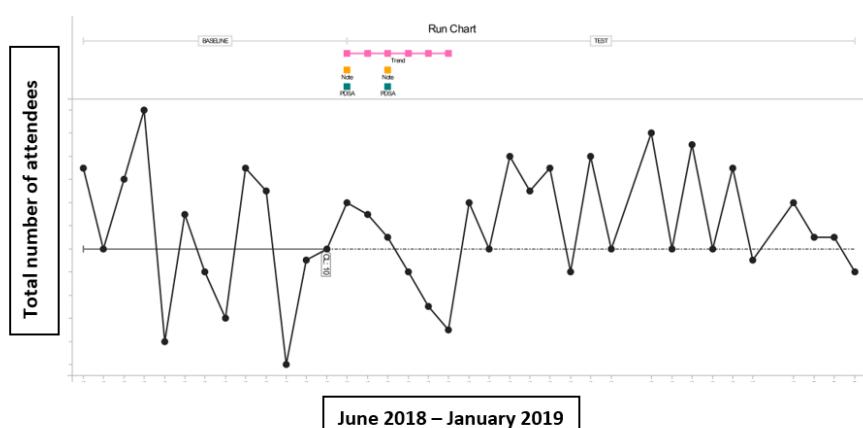
- 1) Total number of DNAs per week to psychology groups and workshops
- 2) Total number of attendees per week to psychology groups and workshops

### Outcome

#### Measure 1 –



#### Measure 2 -



### Change Ideas

- Produce a poster with details of the group including group size and content
- Location clearly written on movement slip
- Putting updated group timetables in landing offices
- Publicize psychology group overview in landing offices
- Making sure psychology team has access to dates and times of other agency courses
- Liaising with OMU regarding prisoner requirements
- Triage assessment outcome letter informing individuals of what interventions they have been referred to.

### PDSA Cycle of Change

**Change idea:** produce a poster with details of the group, including group size and content.

**PDSA Cycle 1:** posters used to reduce prisoners anxieties around attending psychology groups and workshops.

**Do:** the production of the poster was completed in collaboration with prisoners and staff from the Mental Health I-Reach team and then displayed across the prisons noticeboards.

**Study:** DNAs started to reduce and referrals into the mental health in-reach team were noted to rise shortly following the posters being displayed on the landings.

**Act:** to decrease the number of DNAs further, and to provide service users with more detailed information about the interventions they have been referred to, an outcome letter was designed and sent to each individual following their initial psychology triage assessment.

**PDSA Cycle 2:** outcome letter used to maintain motivation and reduce service users anxieties around attending psychology groups and workshops. The letter provided information about the approximate waiting time, group content, group size, and also stated that individuals would not have to share any personal experiences.

**Do:** letter was produced which described all the psychological interventions available within the prison. Each service user was then sent a letter stating which they have been referred to following their initial triage assessment.

**Study:** DNAs continued to reduce and were observed to remain stable.

**Act:** the psychology team will continue to use this outcome letter.

### Feedback

Friends & Family Test questionnaires and group evaluation forms were monitored throughout the project; service user satisfaction remained the same. Psychology staff reported their satisfaction around group processes to have increased, including more efficient use of time and increased in-group facilitator satisfaction.

### Conclusions

By December 2018 the number of DNAs was observed to have reduced by 50%. The changes that have been implemented are thought to be sustainable in order to maintain this reduction in DNAs to psychology groups and workshops at HMP Downview.