

## Missingness in Healthcare - CPD learning

Missingness in healthcare is defined as *“the repeated tendency not to take up offers of care such that it has a negative impact on the person and their life chances”*(1)

We want to provide high quality care to all our patients, don't we? **Applying a missingness lens** to healthcare can help us do that, especially for people who tend to be more marginalised, like those experiencing poverty and social adversity. Addressing missingness is possible. It can even provide a way of tackling health inequalities across the NHS.



**To find out how to take the first few steps, watch these four films.**

They will help you to:

- ✓ Understand what missingness is
- ✓ Why missingness is important
- ✓ What causes it
- ✓ And what can be done about it

Reflective questions to assist you in your learning are below. Your responses can be used as evidence in appraisal/supervision/e-portfolio learning.

The 4 films cover an introduction to what motivated the research, why it is important, what causes missingness, and the suite of interventions we developed.

[Research project origins](#) [1 min 45 secs]

[Introduction to missingness](#) [8 mins 6 secs]

[Causes of missingness](#) [8 mins 48 secs]

1. Reflect on which of these causes of missingness may be relevant for the patients you encounter.
2. What challenges do the patients you work with experience that might drive missingness?
3. Which causes may be more hidden and why?
4. What are the ways your service is delivered at the moment that may drive missingness in healthcare?

5. Are there common factors in service delivery that might be amenable to change easily that could reduce missingness?

**Interventions and making change happen** [7 mins 32 secs]

6. What do you do already as an individual and in your service to address missingness in healthcare?
7. Are there ways your service addresses the wider social determinants of health at the moment (e.g. money advice , links to housing support)?
8. Based on what you have learned here, list three actions you will take to address missingness in your day-to day practice.

**Further information**

Further resources, including slides that give more background about the multiple missed appointments epidemiological work, films about how we did the missingness research and the academic papers can be found here: [gla.ac.uk/missingness](https://gla.ac.uk/missingness)

Contact us by email: [missingness@glasgow.ac.uk](mailto:missingness@glasgow.ac.uk)

1.Lindsay C, Baruffati D, Mackenzie M, Ellis DA, Major M, O'Donnell CA, et al. Understanding the causes of missingness in primary care: a realist review. BMC Medicine. 2024;22(1):235.