

Table 1: Appointment uptake by type of invitation

	No. in target group	Method and frequency of invitation	Uptake (booked) % (n/N)	DNA % (n/N)
Host Practice A	457	1 invitation letter + 1 reminder letter	33.9 (155/457)	21.3 (33/155)
Host Practice A*	140	1 invitation letter + 1 reminder letter + 1 reminder telephone call	27.9 (39/140)	20.5 (8/39)
Practice B	953	1 invitation letter + 1 reminder letter	17.9 (171/953)	18.7 (32/171)
Practices C & D	1630	1 invitation letter	14.1 (230/1630)	26.5 (61/230)
Total	3040		19.6 (595/3040)	22.5 (134/595)

*The telephone call reminder was administered to a random half of patients who had not responded to the initial invitation or subsequent reminder letter