



# Third Next Available Appointment Information

The "Third Next Available Appointment" (TNAA) measure is a metric used in general practice to gauge access to care. Here are the key benefits:

1. **Indicator of Access:** TNAA reflects how quickly patients can access care, providing a clear measure of availability. A shorter wait time indicates better access, while longer wait times highlight potential barriers or capacity issues.
2. **Improves Patient Satisfaction:** Reducing the wait time for the third next available appointment can lead to higher patient satisfaction. It demonstrates responsiveness to patient needs and reduces frustration associated with long waits.
3. **Helps Manage Demand and Capacity:** By tracking TNAA, practices can better understand patterns of demand and adjust scheduling, staffing, or other resources to improve access and reduce waiting times.
4. **Promotes Timely Care:** Quicker access to appointments can lead to more timely diagnosis and treatment, improving health outcomes and potentially reducing the need for more complex or costly care later.
5. **Supports Quality Improvement:** Regularly measuring TNAA can help practices identify areas for improvement in workflow, appointment management, or patient flow, fostering a culture of continuous quality improvement.
6. **Aligns with Best Practices:** Many healthcare organisations, including those involved in patient-centered medical homes and enhanced primary care models, use TNAA as a key performance indicator to ensure they are meeting patient access standards.

By measuring TNAA, practices can balance supply and demand more effectively, enhance service delivery, and ensure timely and equitable access to care.

Model of Care resources:

[Third Next Available Appointment \(TNAA\) Calculating Template](#)

[Research TNAA paper \(collab.org.nz\)](https://collab.org.nz)



HEALTH CARE HOME



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