PUNS and DENS

PUNS = patient unmet needs

DENS = doctors educational needs

The PUNS and DENS activity identifies learning needs and service gaps to direct professional development and implement evidence-based improvements in practices and clinical services.

PUNS & DENS are easy to assess and can be undertaken as an individual or clinical group activity.

After each consult simply ask and record in a log

1. PUNS: What could have been better for the patient?
2. DENS: What could I have done better as a doctor?

They can be categorised as:

* + Knowledge (clinical)
  + Knowledge (non-clinical)
  + Attitude
  + Skill
  + Systems, resources

# **Examples of PUNS**

* + Knowledge (clinical) - Patient referred because doctor unsure of diagnosis or management
  + Knowledge (non-clinical) - Patient enrolment for social supports delayed because doctor unsure of referral pathway or local resources available
  + Attitude - Care altered because doctor ‘doesn’t ever prescribe narcotics’
  + Skill - Patient referred on because doctor lacks a particular primary care procedural skill
  + Systems, resources - Inability to do procedures or focused clinics due to inadequate RN or equipment e.g., slit lamp, diabetic education trained RN

# **Examples of DENS**

* + Knowledge – clinical: referral to specialist to initiate insulin due to lack of information re best options for the patient
  + Knowledge – nonclinical: unaware how to enrol patient in My Aged Care
  + Attitude: frustration reaction to particular patients e.g., non-compliant or drug seeking
  + Skill: inexperience or low confidence driving referrals for procedures which could be safely done in the practice
  + Systems, resources: patient referred out because doctor doesn’t know there is a special interest GP/RN in the practice/town

# **Method**

Decide if this is an individual clinician or a group activity

# **Identification Stage**

After every consultation complete a quick log if PUNS or DENS were identified. You might choose to do this for a set period of time e.g., a week, or until a set number of PUNs and DENS have been identified. See PUNS and DENS Activity Log template provided or create your own.

# **Categorisation Stage** (can be done individually or by group discussion)

For each PUN and DEN summarise what the need is, and categorise it according to:

* Knowledge (clinical)
* Knowledge (non-clinical)
* Attitude
* Skill
* Systems, resources

# **Planning Stage**

* 1. Reflect individually or group discussion
  2. Assess how to meet the PUNS & DENS e.g., peer learning, modules, courses
  3. Record these action plans against the discussed PUNS & DENS
  4. Arrange the interventions or learning activities

# **Document**

* Training courses, clinical attachment, procedural changes, focused reading time etc planned/ undertaken to meet the educational needs identified

# **Assessment/ Reflection/Summary**

* Summarise how the PUNS and DENS have been met and what has/will change as a result of the learning
* Is more action planned as a result of the changes, e.g., audit, more onsite procedures?

# **Report**

Claim hours spent on this activity in your PD portfolio in the Performance Review or Outcome Measurement categories – use the ‘Other’ classification. E.g., Identifying your training needs can be claimed under Performance Review and reflecting on how effective the changes have been on your practice could be claimed under Outcome Measurement.

Please see PUNS and DENS CPD Claim form which can be uploaded as evidence of your activity.