

Freedom of Information Request

Reference Number: [EPUT.FOI.19.1123](#)
Date Received: [20th June 2019](#)

Information Requested:

Please could you provide answers to each separate question covering the following time periods:

The first covering the time period 1st January 2015 – 31st December 2015;
The second covering the time period 1st January 2016 – 31st December 2016;
The third covering the time period 1st January 2017 – 31st December 2017;
and the fourth covering the time period 1st January 2018 – 31st December 2018.

1. How many patients missed outpatient appointments in each time period?
2. For each of the time periods, how many patients that missed their outpatient appointment did the trust discharge from follow-up?
3. What is the trust's policy on re-referrals when a patient does not attend an outpatient appointment? Please provide all relevant documents.

Response:

1.

Period	No. Patients Missed Appt
Jan-Dec15	2662
Jan-Dec16	3354
Jan-Dec17	3406
Jan-Dec18	3578

2.

Period	No. Patients Discharged
Jan-Dec15	408
Jan-Dec16	313
Jan-Dec17	483
Jan-Dec18	621

3. Following a medial appointment, irrespective of whether the patient attends or misses the appointment, the doctor completes an electronic outcome sheet informing the appointment team of his clinical decision regarding the follow up. This may include offering another appointment (time of next appointment and priority of the appointment), a home visit, transfer of care or discharge from the services.

Publication Scheme:

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Freedom of Information Request

Reference Number: [EPUT.FOI.19.1123 \(2\)](#)
Date Received: 29 July 2019

Information Requested:

Thank you for your response with regards to FOI request 19.1123.

Please could you clarify the data slightly to help with our understanding – and ensure we are collecting the same data across all NHS trusts?

It would be helpful to know:

- i. For each time period, how many DNAs there were – but **only** among patients who were attending their first appointment
- ii. Could you also say how many of the DNA patients who were attending their first appointment (those in i) above) did the trust discharge from follow-up?

Do let me know if you can clarify for us?

Response:

1. First outpatient appointment DNAs in period

Period	Number
Jan-Dec 2015	397
Jan-Dec 2016	655
Jan-Dec 2017	1054
Jan-Dec 2018	943

2. First outpatient appointment DNAs in period that were discharged

Period	Number
Jan-Dec 2015	105
Jan-Dec 2016	142
Jan-Dec 2017	266
Jan-Dec 2018	253

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