

Ref no: 088200619
From: Press
Date: 20/06/19
Subject: Secondary Care Workload

REQUEST

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

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?

	Did Not Attend	% Did Not Attend
2015	47,230	10.0%
2016	49,138	9.8%
2017	50,426	10.0%
2018	57,186	11.2%

2. For each of the time periods, how many patients that missed their outpatient appointment did the trust discharge from follow-up?

The Trust does not hold this information

3. What is the trust's policy on re-referrals when a patient does not attend an outpatient appointment? Please provide all relevant documents.

DNA's are managed as per the Trust's Patient Access Policy Please see the link below.

<http://www.sthk.nhs.uk/PoliciesGuidelinesDocuments/Patient%20Access%20Policy.pdf>