

Ref: FOIA Reference 2019/20-241

**Royal Stoke University Hospital**  
**Quality, Safety and Compliance Department**  
Newcastle Road  
Stoke-on-Trent  
Staffordshire  
ST4 6QG

Date: 7<sup>th</sup> August 2019

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing in response to your email dated 29<sup>th</sup> July 2019 requesting information under the Freedom of Information Act (2000) regarding additional questions to FoI ref 163-1920 and DNA's.

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 Please could you clarify the data slightly to help with our understanding – and ensure we are collecting the same data across all NHS Trusts? (Previous FOI ref 163-1920)**

- The first covering the time period 1<sup>st</sup> January 2015 – 31<sup>st</sup> December 2015
- The second covering the time period 1<sup>st</sup> January 2016 – 31<sup>st</sup> December 2016
- The third covering the time period 1<sup>st</sup> January 2017 – 31<sup>st</sup> December 2017
- The fourth covering the time period 1<sup>st</sup> January 2018 – 31<sup>st</sup> December 2018

**It would be helpful to know:**

- For each time period, how many DNAs there were – but only among patients who were attending their first appointment**

A1 Please see below for DNA's: First Appointments

- 1<sup>st</sup> January 2015 – 31<sup>st</sup> December 2015 = 22964
- 1<sup>st</sup> January 2016 – 31<sup>st</sup> December 2016 = 25014
- 1<sup>st</sup> January 2017 – 31<sup>st</sup> December 2017 = 28409
- 1<sup>st</sup> January 2018 – 31<sup>st</sup> December 2018 = 29638

**Q2 Could you also say how many of the DNA patients who were attending their first appointment (those in (i)) above) did the Trust discharge?**

A2 Please see below:

- 1<sup>st</sup> January 2015 – 31<sup>st</sup> December 2015 = 21280 (discharged from the service)
- 1<sup>st</sup> January 2016 – 31<sup>st</sup> December 2016 = 23192 (discharged from the service)
- 1<sup>st</sup> January 2017 – 31<sup>st</sup> December 2017 = 19115 (discharged from the service)
- 1<sup>st</sup> January 2018 – 31<sup>st</sup> December 2018 = 19350 (discharged from the service)

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

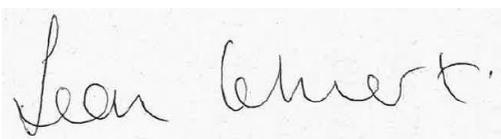
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Jean Lehnert



University Hospitals  
of North Midlands  
NHS Trust

Information Governance Manager

