



Ref: FOIA Reference 2018/19-381

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

Date: 31st October 2018

Tel: 01782 676474
Email FOI@uhn.nhs.uk

Dear

I am writing in response to your email dated 27th September 2018 requesting information under the Freedom of Information Act (2000) regarding DNA appointments. I apologise for the delay in responding.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) 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 I would like to make a freedom of information request for the following information for the Royal Stoke University Hospital site:

How many outpatient appointments were scheduled during the calendar years of 2015-16 and 2016-17?

A1 Please note we have taken the word “scheduled” as been the total number of patients attended, cancelled and DNA’d appointments.

- 2015-16 = 1,031,932 appointments were “scheduled”
- 2016-16 = 1,086,359 appointments were “scheduled”

Q2 How many outpatient appointments were DNA’d (the patient did not attend) during those same years?

A2 Please see below:

- 2015-16 = 61,667 appointments DNA’d
- 2016-16 = 69,060 appointments DNA’d

Q3 The amount of money the Trust makes for each scheduled outpatient appointment

A3 The Trust only receives income for appointments that are attended. Please see values below are income received and not money made. All prices are from the national tariff workbooks which can be found on NHS England website.

- 2015/16 Average income of £106.11 per appointment
- 2016/17 Average income of £109.19 per appointment

Q4 The amount of money lost by the Trust for each DNA’d appointment

A4 Please see below: as explained in answer 3

- 2015/16 Average income of £106.11 per appointment
- 2016/17 Average income of £109.19 per appointment

*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.

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

Yours,



Leah Carlisle
Deputy Head of Quality, Safety & Compliance



University Hospitals
of North Midlands
NHS Trust

