

**Reference Number:** FOI/LHCH/2017002  
**From:** Press/Media  
**Date:** 04 January 2017  
**Subject:** Dummy appointments

Q1 Does your NHS trust use a dummy appointment system?

A1 [Information Not Held. The Trust does not utilise dummy appointments within e-Referral System \(ERS\).](#)

Q2 Please elaborate on the answer to question 1 to explain why, or why not.

A2 [Information not held](#)

Q3 If the answer to question 1 is no, has the Trust ever used a dummy appointment system in the past?

A3 [Information not held](#)

Q4 If the answer to question 1 is yes, how many dummy appointments have been made available by your Trust in the past three calendar years (2014, 2015, 2016)? Please provide the figure for each year separately. What percentage of total appointments does this represent?

A4 [Information not held](#)

Q5 If the answer to question 1 is yes, how are dummy appointments cancelled?

A5 [Information not held](#)

Q6 If the answer to question 1 is yes, are patients who have been allocated a dummy appointment made aware that the slot should not be attended?

A6 [Information not held](#)

Q7 If the answer to question 1 is yes, how much has it cost your NHS Trust to administer cancellations of dummy appointments over the past 3 calendar years (2014/2015/2016)? Please provide separate figures for each year.

A7 [Information not held](#)

Q8 How many Appointment Slot Issues (ASI's) resulting from the NHS e-referral service has the Trust had in the past calendar year?

A8 [January 2016 to December 2016 inclusive: 1,912](#)

Q9 Has the Trust had to pay any financial penalties for missing a contractual target ensuring sufficient NHS e-referral appointments are available? Please provide figures

- A9 from the past 3 calendar years (2014/2015/2016).  
2014 – nil  
2015 – nil  
2016 – nil
- Q10 Are "dummy appointments" included in your waiting list statistics submitted to NHS England?
- A10 No
- Q11 Are patients who have generated ASI's included in your waiting times statistics submitted to NHS England?
- A11 Yes