Reference Number:	FOI/2019/252
From:	Press/Media
Date:	20 June 2019
Subject:	Outpatient appointments - 2015 - 2018

Q1 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.

A1 **1. Please note some patients may appear more than once with having multiple DNA's**

Month/Year	2015	2016	2017	2018
Jan	346	346	420	365
Feb	343	318	317	322
Mar	393	365	442	378
Apr	362	386	362	364
May	320	379	359	374
Jun	369	371	359	453
Jul	374	361	374	418
Aug	332	386	368	369
Sep	362	414	355	376
Oct	363	381	387	343
Nov	366	417	483	355
Dec	331	342	349	273
Grand Total	4261	4466	4575	4390

2.

Month/Year	2015	2016	2017	2018
Jan	106	89	88	92
Feb	81	79	68	84
Mar	100	104	86	97
Apr	114	88	74	214
May	90	65	85	342
Jun	116	68	104	346

Jul	75	75	73	318
Aug	91	80	77	179
Sep	82	81	78	174
Oct	103	106	100	118
Nov	81	72	102	136
Dec	58	73	72	103
Grand Total	**1097**	**980**	**1007**	**2203**

3. Please see the attached:
- Access and Administration Process v3.0
- Patient Access Policy v4.0