

Reference Number: FOI/2019/430
From: Other
Date: 29 October 2019
Subject: Transport and appointments - last two years

Q1 In the last two years, what is the total number of aborted journeys? What was the common reasons for this? e.g. patient is an inpatient.

A1 Information not held

Q2 How much does each cancelled journey cost?

A2 Information not held – no direct cost to the hospital

Q3 In the last two years, what is the total number of cancelled appointments either by patient and clinic? And what are the common reasons behind does cancellations?

A3 In the last two financial years 33,688 cancelled appointments:

- By patient - 17,148
- By hospital - 16,540
- Common reasons - Patient Unwell, No Longer Required, Patient on Holiday, Rebooked alternative date

Q4 In the last two years, what is the total number of DNA'd appointment? What are the common reasons behind does DNA's?

A4 In the last two financial years 15,607 DNA appointments.
Information not held for common reasons - this data is not collected

Q5 What is the cost of each missed appointment?

A5 £155