

Reference Number: FOI202324/242
From: Commercial
Date: 22 August 2023
Subject: Wayfinding Strategy, Missed Appointments and Complaints regarding Wayfinding

Can the trust confirm and provide information on the following. We need this for the financial years ending:

- March 2024 (Y2D)
- March 2023
- March 2022

Q1 The Trusts' wayfinding strategy.

A1 Information not held – the Trust does not have a wayfinding strategy.

- Maps/directions are sent out with appointment letters
- On site internal/external signage is approx. 5 years old
- Website displays site map and our new website will allow limited selection of start point/end point directions
- Further wayfinding detail would be provided to a visitor/patient on request

Q2 Number of missed appointments by type and location.

A2

Year: 2021/22		
	First Attendance	Follow Up Attendance
LHCH	2412	7124
Non-Diagnostic	1339	2912
Diagnostic	1073	4212
Community	2731	11
Non-Diagnostic	396	Information exempted under Section 40: Personal data. Providing this information would likely identify individuals involved.
Diagnostic	2335	Information exempted under Section 40: Personal data. Providing this information would likely identify individuals involved.
Year Total:	5143	7135

Year: 2022/23		
	First Attendance	Follow Up Attendance
LHCH	2887	6068
Non-Diagnostic	1584	3198
Diagnostic	1303	2870
Community	4023	19

Non-Diagnostic	830	Information exempted under Section 40: Personal data. Providing this information would likely identify individuals involved.
Diagnostic	3193	Information exempted under Section 40: Personal data. Providing this information would likely identify individuals involved.
Year Total:	6910	6087

Year: 2023/24		
	First Attendance	Follow Up Attendance
LHCH	1236	2222
Non-Diagnostic	652	1109
Diagnostic	584	1113
Community	179	Information exempted under Section 40: Personal data. Providing this information would likely identify individuals involved.
Non-Diagnostic	158	Information exempted under Section 40: Personal data. Providing this information would likely identify individuals involved.
Diagnostic	21	0

Q3 Number of appointments that were cancelled to lack of wayfinding (E.g. patient unable to be able to find the location of their appointment).

Definitions:

Appointment type: outpatient new and review, diagnostics

Appointment location: the hospital the appointment was due to take place

A3 Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data. We do not hold this level of cancellation reason information.

Q4 Number of complaints associated to poor wayfinding

A4	Year	Number of Complaints
	March 2024 (Y2D)	0
	March 2023	Information exempted under Section 40: Personal data. Providing this information would likely identify individuals involved.
	March 2022	Information exempted under Section 40: Personal data. Providing this information would likely identify individuals involved.

The Trust is unable to respond to all or specific elements of your request where the response would indicate five or less individuals. The Trust is withholding this information under Section 40 (Personal Information) of the Freedom of Information Act (FOIA) 2000 to reduce the risk of any individuals being identified. The Trust is of the view that disclosure of such information would significantly increase the risk of individuals being identified and as such would constitute a breach of their personal data.

The Trust has applied exemption Section 40(2) of the FOIA and is therefore withholding the information as disclosure which may identify an individual would breach their rights under the Data Protection Act 2018. The grounds for application of this exemption include:

- Any data relating to patients or staff is third party data, furthermore health data is classified as sensitive personal data within the Data Protection Act 2018. As such, Section 40 (2) of the FOIA applies along with the Trusts duty of confidentiality. Therefore under s.2 (3) (f) (ii) of the FOIA, there is an absolute exemption from disclosure on the grounds that it would contravene the First Data Protection Principle.
- The Trust has a duty under the Data Protection Act 2018 and specifically the First Data Protection Principle to ensure personal data regarding staff and patients is processed fairly and lawfully. Disclosure of such data which may identify an individual, either through the data alone or other data in conjunction with that data which may identify an individual would therefore breach this principle.
- The Data Protection Act 2018 defines sensitive personal data to include data relating to the “physical or mental health or condition” of a person. Any such information about specific individuals falls within this category and disclosure of such data including statistical data, with any potential likelihood of identification would breach the Data Protection Act 2018.