

Date: 24/03/2015

FREEDOM OF INFORMATION ACT 2000 - Ref: FOI/012158

With reference to your FOI request in connection with 'missed appointments' please see response below.

Description of information sought:

*How many missed patient appointments were there at Russells Hall Hospital between January 1, 2014 and December 31, 2014?

*What was the cost/money wasted to the hospital of the missed appointments?

Attended or DNA	Did Not Attend	
Specialty Code	(Multiple Items)	
Row Labels	Count of Appt ID	Sum of Cost
New	13136	£ 1,614,690.44
Follow Up	27583	£ 2,124,032.02
Grand Total	40719	£ 3,738,722.46

We have taken 'appointments' to be only Outpatient appointments. The 'cost/money wasted' is the loss of income seen by the Trust for patients failing to attend for these appointments.

The calculation of a cost to the Trust (i.e. the cost of additional letters, time taken to make contact with patients to reschedule and the staffing resource wasted when a patient fails to attend) is a much more time consuming piece of work and is estimated would take longer than the statutory 18 hours of FOI work and as such is not included in the figures attached.