

For the Record – Press Statement

Publication and reporter	Express & Star, David Cosgrove
Date of article	01/06/16
Headline	1,500 patients a month miss appointments
First paragraph/s of article	<p>More than 1,500 people a month have missed an appointment in the past year under Dudley’s NHS Trust.</p> <p>A total of 18,884 patients have missed outpatient appointments in the past 12 months, new figures have revealed.</p>
Press enquiry	<p>The Express and Star contacted the Trust about a Freedom of Information log published on our website which gives the number of patients who did not attend their outpatient appointment during 2014/15 and 2015/16.</p> <p>The reporter asked the Trust for a comment.</p> <p>View the Freedom of Information response here: http://dudleygroup.nhs.uk/wp-content/uploads/2016/05/012756.pdf</p>
Trust response	
<p>COMMENT FROM PAULA CLARK, CHIEF EXECUTIVE, THE DUDLEY GROUP NHS FOUNDATION TRUST</p> <p>When a patient doesn’t attend an appointment on the day, it’s too late to offer their slot to somebody else. If patients can’t attend their appointment, it’s really important that they let us know so we can reschedule for another time and offer the slot to somebody else who needs it.</p> <p>We are working hard with our patients to reduce the number of DNAs and have introduced a text message service which reminds patients a few days before they are due to attend for an appointment. In a number of specialities we also use a booking system where patients choose an appointment time and date convenient for them to avoid the need to rearrange at a later date.</p> <p>The number of DNAs in relation to the total number of appointments continues to reduce.</p>	

***** ENDS *****

Notes for editors

- DNA means Did Not Attend and relates to appointments where patients did not attend on the day and did not rescheduled or cancel beforehand.

For further information please contact Alice Ford, Communications and Staff Engagement Officer for The Dudley Group NHS Foundation Trust on (01384) 244403 or email communications@dgh.nhs.uk