

For the Record – Press Statement

Publication and reporter	Express & Star, Heather Large
Date of article	21/09/15
Headline	Online: Dudley patient no-shows cost NHS £1.5m Print: Patient no-shows costing NHS £1.5m
First paragraph/s of article	Patients failed to turn up to nearly 15,000 appointments at Dudley's hospitals in just six months - costing the NHS £1.5million.
Trust response	
<p>COMMENT FROM PAULA CLARK, CHIEF EXECUTIVE, THE DUDLEY GROUP NHS FOUNDATION TRUST</p> <p>Between January and June 2015 we had 14,817 DNAs with an approximate cost to the Trust of £1.5m.</p> <p>When a patient doesn't attend 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 appointment to somebody else who needs it.</p> <p>To help reduce the number of DNAs we have introduced a text message reminder service which reminds patients a few days before they are due to have an appointment.</p> <p style="text-align: center;">*** ENDS ***</p> <p>For further information please contact the communications team for The Dudley Group NHS Foundation Trust via (01384 456111) or email communications@dgh.nhs.uk</p>	
Press enquiry	<p>The Express and Star contacted the Trust about missed outpatient appointments.</p> <p>Questions:</p> <ul style="list-style-type: none"> • How many outpatient appointments have been missed this year? • What is the cost to the Trust? • What action is being taken to reduce DNAs?