

Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ

Ref: FOI-032025-0001500

Date: 12.5.25

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000, please see response below.

Clinical Services (Outpatients)	What is the average booked Clinic Utilisation for the mentioned clinical services?	What is the average financial cost to the trust for a vacant/DNA'd outpatient clinic appointment slot for the following clinical services?	
		New	Follow Up
General Surgery Service	105%	£205	£88
Urology Service	82%	£164	£80
Trauma and Orthopaedic Service	120%	£192	£76
Ear Nose and Throat Service	90%	£151	£64
Ophthalmology Service	103%	£161	£73
Oral Surgery Service	100%	£161	£79
Neurosurgical Service	N/a – no neurosurgical dept	N/A	N/A
Plastic Surgery Service	95%	£172	£68
Cardiothoracic Surgery Service	N/a – no Cardiothoracic surgery dept	N/A	N/A
General Internal Medicine Service	107%	£224	£124
Gastroenterology Service	107%	£244	£96
Cardiology Service	101%	£203	£107
Dermatology Service	81%	£152	£83
Respiratory Medicine Service	96%	£255	£113
Neurology Service	84%	£204	£97
Rheumatology Service	99%	£321	£109
Elderly Medicine Service	58%	£349	£164
Gynaecology Service	89%	£189	£88
Other - Medical Services	115%	£177	£118

Other - Mental Health Services	N/a – no specific Mental Health Service clinics	N/A	N/A
Other - Paediatric Services	91%	£263	£177
Other - Surgical Services	54%	£212	£90
Other - Other Services	83%	N/A	N/A
Radiology/Imaging	71%	£89	
Respiratory physiology - Sleep Studies	N/a – unable to provide figure due to template anomaly	£204	£97
Urodynamics - Pressures & Flows	91%	N/A	N/A
Endoscopy	N/a – no specific Endoscopy clinics	£550	
Trust Average	81%	£209	£107

Freedom Of Information Request	Response	Example
What is the unit cost to the trust for sending an appointment letter to patients and which provider does the trust utilise? If a unit/consumption cost is not available, please provide details of the provider and the annual contract value for appointment notification letters.	Current providers are Healthcare Communications and Royal Mail. We cannot determine from our records the annual value of the contract for each that is specific to appointment letters – our contract covers letters of all types produced by these companies for our patients.	

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager
Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ
Email: dgft.dpo@nhs.net

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

**Freedom of Information Team
The Dudley Group NHS Foundation Trust**