

Our Ref: 220/2019
June 2019

Re: Your request made under the Freedom of Information Act 2000

Please could you provide answers to each separate question covering the calendar years 2015, 2016, 2017 and 2018:

- 1) How many patients missed outpatient appointments in each time period?

| | 2015 | 2016 | 2017 | 2018 |
|--------------|---------------|---------------|---------------|---------------|
| DNA s | 54,172 | 54,878 | 57,635 | 56,133 |

DNA = Did Not Attend (Missed Appointment)

- 2) For each of the time periods, how many patients that missed their outpatient appointment did the trust discharge from follow-up?

| | 2015 | 2016 | 2017 | 2018 |
|-----------------------|---------------|---------------|---------------|---------------|
| DNA Discharges | 21,057 | 18,154 | 17,386 | 15,675 |

- 3) What is the trust's policy on re-referrals when a patient does not attend an outpatient appointment? Please provide all relevant documents.

Referral to Hospital Access Policy (PAT/PA 1): <https://www.dbth.nhs.uk/about-us/our-publications/publication-scheme/our-policies-and-procedures/patient-administration/>