

25 July 2019

Information Rights & Compliance Team  
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Our Ref: FOI/03353

Thank you for your request concerning missed appointments.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

**The first covering the time period 1st January 2015 – 31st December 2015;  
The second covering the time period 1st January 2016 – 31st December 2016;  
The third covering the time period 1st January 2017 – 31st December 2017;  
and the fourth covering the time period 1st January 2018 – 31st December 2018.**

**1. How many patients missed outpatient appointments in each time period?**

Calendar Year	Number of Service Users who DNA Appointment
2015	5646
2016	5361
2017	5052
2018	5071

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

Calendar Year	Number of Service Users Discharged with DNA as Last Contact
2015	597
2016	592
2017	595
2018	630

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

Please see attached our Did Not Attend (DNA) Policy; re-referrals follow the same process as previous referrals.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

*Sue Smith*

**Sue Smith**  
**Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

