

19 March 2024

Information Rights & Compliance Team  
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Our Ref: FOI/05049

Thank you for your request concerning outpatient appointments and software.

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

1. **How many outpatient appointments do you offer per year**
2. **What number of these appointments are completed?**
3. **What number of these appointments did Not Attend (DNAs)?**
4. **What number of these appointments are cancelled by the patient?**
5. **What number of these appointments are cancelled by your organisation?**
6. **For the above parameters please provide data from January 2022 to December 2023**
7. **What is the estimated cost of a completed appointment?**
8. **What is the estimated cost of a cancelled or DNA appointment?**
9. **What software do you currently use to manage your outpatient appointments?**
10. **How much does this software cost on an annual or monthly basis?**
11. **Did you purchase this software through a framework, if so which one?**
12. **What is your purchasing criteria if you were to purchase a similar software off framework?**
13. **When is your current arrangement with this software due to end?**
14. **What Key Performance Indicators (KPIs) do you measure in regards to outpatient appointments?**

**I would like you to provide this information in the following format:  
All responses to be returned via email  
All responses to be within an excel spreadsheet or the email body**

Please see attached spreadsheet as requested.

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](#).



