

Ref: FOI/CAD/ID 3564

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone, Kent
ME16 9QQ

Email: mtw-tr.foiadmin@nhs.net

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Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Appointment reminder service.

- 1. Do you use an appointment reminder service for either outpatients, diagnostic imaging, day case admissions, elective admission? Please answer yes or no and provide information on which area of your Trust uses the service.*
- 2. For 2015/2016 what was the number of DNA's in outpatients? Please provide data as number of first attendances and number of follow ups.*
- 3. For 2015/2016 what was your DNA percentage? Please provide data as a percentage for first attendance appointments, follow ups appointments and then a combined percentage.*

Please continue if you answered yes to question one

- 4. Is this provided in house or outsourced to an external company?*
- 5. If outsourced, which company do you outsource too?*
- 6. What was the annual cost of running an appointment reminder service for 2015/2016?*
- 7. Does your service allow patients to request to cancel or rearrange appointments?*
- 8. If your service allows patients to cancel or rearrange an appointment are they able to use the service to communicate their available or preferred dates/times?*
- 9. What medium are patients communicated with? E.G. SMS, Voice (agent or robot), Smart phone app, etc.?*
- 10. How many days prior to appointment are patients contacted?*
- 11. If a patient does not respond to a reminder or answer a phone call, does your service make further attempts?*
- 12. How does your service confirm the ID of patients for information governance standards?*
- 13. Does your service allow for individual messages to be sent to patients on an ad-hoc basis by hospital staff?*

14. Does your service allow for group messages to be sent to patients on an ad-hoc bases by hospital staff?

15. Does your service allow you to conduct surveys?

1. Yes:

- Various Outpatient Clinics
- Various Day Case admissions

2. & 3.

2015/16 total year	New	FU	Combined
Number of patients who DNA	11,925	24,135	36,060
DNA rate	6.7%	7.5%	7.2%

4. Outsourced

5. Netcall

6. This information can be found on the Trust website using the following link: <http://www.mtw.nhs.uk/freedom-of-information/> please see FOI ID 3067

7. With a call reminder patients can select an option which then routes the call back into the Trust where an agent will pick up. They cannot cancel or rebook via the Text service at present.

8. Not applicable.

9. Appointment Reminder delivery methods:

- Text to mobile phone: An SMS Text Messaging Service using a specialised encrypted NHS Mail account
- Automated Call to telephone landline

10. 7 and 2 days before appointment.

11. Several attempts are made throughout the day via the calling service if a patient doesn't respond initially. The service stops running at 7pm. No further attempts are made after this.

12. Various Trust communications and information leaflets are displayed throughout both hospitals and attached to patient appointment letters detailing the Appoint Remind Services the Trust uses.

All communications detail the services and how they are delivered stressing the importance that a patients correct contact details are essential.

During each visit to the Trust a patient is asked upon arrival, and at times during their visit, to confirm: their name, D.O.B, full address, contact details and preferred method of contact.

14. No

15. Yes