

Maidstone and Tunbridge Wells



NHS Trust

Ref: FOI/GS/ID 4552

Please reply to:
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Trust Management
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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 Patient appointments and reminder service.

You asked:

- 1. How many missed appointments or DNA's happened over the last 12 months?*
- 2. How are patients reminded of their appointments? What methods are used, i.e. letters, sms, telephone calls etc.*
- 3. What are the costs involved with reminding a patient in total and also the cost associated with each method used, i.e. per letter generated, per SMS, per telephone call?*
- 4. How much is spent on reminding a patient?*
- 5. Costs involved in integrating and operating 3rd party systems (specifically SMS reminders).*
- 6. What is the cost of missed appointments or DNA'S?*

Trust response:

1. Number of DNAs over the last 12 months is as follows:

Row Labels	NHS	OSV	PP	Grand Total
NEW	11951	14	8	11973
FOLLOW-UP	22761	14	28	22803
Grand Total	34712	28	36	34776

Key: NHS – NHS Patients
OSV – Overseas Visitors
PP – Private Patients

2. Patients are reminded by SMS, Telephone via NetCall and Letter by the Trust
3. Initial purchase price not available, but annual services and support from provider £31,524

4. Initial purchase price not available, but annual services and support from provider £31,524
5. Initial purchase price not available, but annual services and support from provider £31,524
6. From an NHS finance point of view, the Trust does not cost what doesn't happen, so a missed appointment does not cost the Trust anything in particular, as it did not take place.