

Maidstone and Tunbridge Wells

NHS Trust

Ref: FOI/GS/ID 5141

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
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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 missed elective day surgery appointments.

You asked:

1. *Can you please tell me how many patients have missed elective day surgery appointments in the last three years (2016, 2017 and 2018 to date) due to failing to turn up without notice?*
2. *Can you also tell me what quantifiable costs were incurred by the trust as a result of the patient failing to attend their scheduled appointment?*
3. *If possible, I would also like to know the type of surgery involved (e.g. skin biopsies, cataracts, etc.) in these cases?*

Trust response:

1.

Specialty	2016/17	2017/18	Apr-Oct18	Total
Ophthalmology	69	99	29	197
ENT	72	67	53	192
Pain Control	22	44	25	91
T&O	23	47	20	90
Urology	12	23	21	56
LGI	18	14	13	45
Gynae	15	16	12	43
UGI	7	15	14	36
Breast Surgery	3	4	2	9
Vascular	2	5		7
ANAESTHETICS	2	1	3	6
Paediatrics	1	2	1	4
Obstetrics	2	1	1	4
Gynae Onc	2			2
None listed		1		1
Total	250	339	194	783

2. We do not identify the costs of activity which did not happen. All costs are allocated to the patients who did arrive based on measurements of the resources which they used.

3. Not possible to draw data from a free text field.