

Ref: FOI/GS/ID 5450

Please reply to:
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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 Outpatient appointment did not attend (DNA).

You asked:

- 1. How many DNAs (did not attend) were recorded by your hospital trust for outpatient appointments in the 2018-19, 2017-18 and 2016-17 financial years respectively?*
- 2. As a percentage of missed appointments - what did the figure represent, for each of the years stated above?*
- 3. How many patients missed an outpatient appointment once, for each of the respective years above?*
- 4. How many patients missed an outpatient appointment twice?*
- 5. How many patients missed an outpatient appointment three times?*
- 6. How many patients missed an outpatient appointment four times?*
- 7. How many patients missed an outpatient appointment five times or more?*
- 8. For the years stated above, what is the most number of missed appointments by a single patient, in a single financial year?*

The Trust asked for clarification regarding Q2.

Your response:

Yes, apologies, can the missed appointment be shown as a percentage of the total appointments?

Trust response:

1.

Sum of Cnt of appts	
Year	DNA
2016/17	33833
2017/18	37177
2018/19	33275
Grand Total	104285

2.

Sum of Cnt of appts	Column Labels		Total ATT and	% DNA's
Row Labels	Attended	DNA	DNA	against DNA+ATT
2016/17	517038	33833	550871	6.1%
2017/18	458768	37177	495945	7.5%
2018/19	461716	33275	494991	6.7%
Grand Total	1437522	104285	1541807	6.8%

3. 4. 5. 6. & 7.

Count of DistrictNumber			
DNAs	2016/17	2017/18	2018/19
No. of pts who DNA once only in a financial year	18472	20589	18257
No. of pts who DNA twice in a financial year	4559	4982	4559
No. of pts who DNA three times in a financial year	1159	1256	1113
No. of pts who DNA four times in a financial year	404	421	349
No. of pts who DNA five or more times in a financial year	207	205	206
Grand Total individual patients each year	24801	27453	24484

8.

Count of DistrictNumber			
DNAs	2016/17	2017/18	2018/19
Highest number of missed appts by a single patient	10	12	11

