Ref: FOI/GS/ID 5989

13 February 2020

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 DNA's.

You asked:
1. *How many DNAs (did not attend) were recorded by your hospital trust in 2019-20?*
2. *As a percentage of missed appointments - what did the figure represent?*
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. *What is the most number of missed appointments during the financial year stated above?*

You confirmed to the Trust that this is financial year 19/20 to Month 10.

Trust response:
1.

Sum of Cnt of appts	
Year	**DNA**
2019/20 to month 10	25464

2.
The following shows the percentage of DNA's against all
DNA and attended appointments:

Sum of Cnt of appts	Column Labels		Total ATT and	% DNA's against
Row Labels	**Attended**	**DNA**	**DNA**	**DNA+ATT**

2019/20 to month 10	395231	25464	420695	6.1%

The following shows the percentage of DNA's against all booked appointments (this includes cancelled and those whose status is blank):

Sum of Cnt of appts	Column Labels					% DNA's against
Row Labels	Attended	Cancelled	DNA	(blank)	Grand Total	all booked
2019/20 to month 10	395231	154455	25464	2670	577820	4.4%

3, 4, 5, 6 & 7.

Count of DistrictNumber	
DNAs	2019/20 to month 10
No. of pts who DNA once only in a financial year	14515
No. of pts who DNA twice in a financial year	3387
No. of pts who DNA three times in a financial year	818
No. of pts who DNA four times in a financial year	280
No. of pts who DNA five or more times in a financial year	108
Grand Total individual patients each year	19108

8.

Count of DistrictNumber	
DNAs	2019/20 to month 10
Highest number of missed appts by a single patient	11