

Freedom of Information Act 2000 disclosure log entry

Reference

23-24209

Date response sent

30/08/23

Subject

Appointment Cancellations due to poor Wayfinding 2022-24

Details of enquiry

For the financial years ending March 2022, March 2023, and Year to Date, Can the Trust confirm and provide information on the following:

1. The trusts wayfinding strategy.
2. Number of missed appointments by type and location.
3. Number of appointments that were cancelled to lack of wayfinding (E.g. patient unable to be able to find the location of their appointment).
4. Number of complaints associated to poor wayfinding.

Response sent

Please note that The Tavistock and Portman NHS Foundation Trust is a specialist mental health Trust, and not a hospital. We only provide outpatient, and mainly psychological, services. We do not provide acute services, nor inpatient patient services, and do not have an A&E department.

For the period March 2022 to date:

1. The trusts wayfinding strategy.
The Trust does not have a wayfinding strategy, it provides directions on how to reach us on its website at [How to find us \(tavistockandportman.nhs.uk\)](https://www.tavistockandportman.nhs.uk) and [The Tavistock and Portman NHS Foundation Trust](#) on the 'Coming to see us' drop down menu.
2. Number of missed appointments by type and location.
We do not record missed appointments by reason for not attending, however we have a procedure for managing missed and cancelled appointments [Managing DNA \(did not attend\) and cancelled appointments procedure](#)
3. Number of appointments that were cancelled to lack of wayfinding (E.g. patient unable to be able to find the location of their appointment).
None
4. Number of complaints associated to poor wayfinding.
We confirm that have not received any complaints from patients encountering difficulties in locating/reaching our premises.