

Freedom of Information Act 2000 disclosure log entry

Reference

19-20100

Date sent

17/07/2019

Subject

Patient Did Not Attend (DNA) Data Management

Details of enquiry

Please could you provide answers to each separate question covering the following time periods:

The first covering the time period 1st January 2015 – 31st December 2015;
The second covering the time period 1st January 2016 – 31st December 2016;
The third covering the time period 1st January 2017 – 31st December 2017;
and the fourth covering the time period 1st January 2018 – 31st December 2018.

1. How many patients missed outpatient appointments in each time period?
2. For each of the time periods, how many patients that missed their outpatient appointment did the trust discharge from follow-up?
3. What is the trust's policy on re-referrals when a patient does not attend an outpatient appointment? Please provide all relevant documents.

Response Sent

- 1) How many patients missed outpatient appointments in each time period?
 - a) 1st January 2015 – 31st December 2015
380 individual patients DNA'd first attendance
 - b) 1st January 2016 – 31st December 2016
556 individual patients DNA'd first attendance
 - c) 1st January 2017 – 31st December 2017
683 individual patients DNA'd first attendance
 - d) 1st January 2018 – 31st December 2018
528 individual patients DNA'd first attendance
- 2) For each of the time periods, how many patients that missed their outpatient appointment did the trust discharge from follow-up?

It is not trust policy to discharge after first DNA appointment. Our policy on this is publicly available on our website and may be reached via the following link; [Managing DNA \(did not attend\) and cancelled appointments procedure](#)
- 3) What is the trust's policy on re-referrals when a patient does not attend an outpatient appointment? Please provide all relevant documents.

Please see our response to question 2 above.