

Freedom of Information Request

Ref: UHB 20-062

12 February 2020

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

1. How many missed appointments have been recorded over the last 3 years? (2017-2019).

Please could you break the appointments down by:

- Year (2017, 2018, 2019)
- Department the appointment was with (i.e. radiology)

Outpatient DNAs by calendar year

NAME OF TRUST	Total number of missed appointments (2017)	Total number of missed appointments (2018)	Total number of missed appointments (2019)
University Hospitals Bristol NHS Foundation Trust	56,441	53,941	52,262

NAMES OF DEPARTMENTS	Missed appointments by department (2017)	Missed appointment by department (2018)	Missed appointment by department (2018)
Bristol Children's Hospital	6,678	6,264	6,243
Bristol Dental Hospital	6,861	6,688	6,433
Bristol Eye Hospital	11,113	10,660	9,485
Bristol Oncology and Haematology Centre	3,172	2,377	3,023
Bristol Royal Infirmary	18,051	17,802	16,913
South Bristol Community Hospital	2,837	2,554	2,705
St Michael's Hospital	7,729	7,596	7,460

2. Separately, could you list how many people have missed one, two, three or more than three appointments during each of those years

NUMBER OF PEOPLE THAT HAVE MISSED APPOINTMENTS	2017	2018	2019
1	25,785	24,848	24,525
2	7,378	6,925	6,693
3	2,102	2,044	1,983
>3	1,858	1,751	1,634

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Director of Corporate Governance
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

FOI Team
UH Bristol NHS Foundation Trust