

1 August 2025

**Our Ref:** FOI 1265

Dear

**Freedom of Information Act 2000  
Information in Relation to Missed Hospital Appointment Costs**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to the above, which you requested on 2 July 2025.

A response to the question you have raised has been provided by the Finance and Estates Directorate and is attached in Appendix A.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital ([informationgovernance@setrust.hscni.net](mailto:informationgovernance@setrust.hscni.net)) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

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**Olivia Robinson**  
**Information Governance Officer**

**Q1. What is the total cost to the trust on missed hospital appointments for the years 2021, 2022, 2023, 2024?**

A1. The Trust is unable to provide the requested breakdown of information. This is because missed appointments (Did Not Attend ((DNA)), including cancelled on the day of appointments, can occur for various reasons and may be rebooked, filled by other patients or adjusted for clinical need. Not all cancellations result in lost time or cost.

The Northern Ireland average marginal cost of new and review outpatient appointments over the period requested is £198 per appointment. This figure however is provided as a guide, and it should be noted that it would be inappropriate and misleading to simply use the average cost quoted to extrapolate a total cost for missed appointments. It is not as simple to ascertain actual financial loss occurring due to missed appointments.