



5 August 2025

**Our Ref:** FOI 1277

Dear

**Freedom of Information Act 2000  
Information in relation to Missed Outpatient Appointments**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to above which you requested on 9 July 2025.

A response to each of the questions raised has been provided by the Planning, Performance & Informatics 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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**Rebecca Manning**  
**Information Governance Officer**

**Q1. The number of missed outpatient appointments for each of the last five financial years?**

A1. Please see Table 1 for the number of Did Not Attended (DNA) and Could Not Attend on the day cancellations (CNA) for Consultant-led, face to face or virtual new and review outpatient appointments.

Table 1

Financial year	Intended Management	New DNA & CNA	Review DNA & CNA
2020/2021	Virtual	1,652	3,990
	Face to Face	2,781	6,583
<b>Total</b>		<b>4,433</b>	<b>10,573</b>
2021/2022	Virtual	1,160	2,622
	Face to Face	5,835	13,328
<b>Total</b>		<b>6,995</b>	<b>15,950</b>
2022/2023	Virtual	857	1,828
	Face to Face	6,359	14,189
<b>Total</b>		<b>7,216</b>	<b>16,017</b>
2023/2024	Virtual	516	1,151
	Face to Face	6,324	13,854
<b>Total</b>		<b>6,840</b>	<b>15,005</b>
2024/2025	Virtual	423	873
	Face to Face	6,628	12,699
<b>Total</b>		<b>7,051</b>	<b>13,572</b>

**Q2. The approximate cost of missed outpatient appointments for each of the last five financial years.**

A2. The Trust is unable to provide the requested breakdown of information. This is because missed appointments (DNA & CNA), 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.