

10 May 2018

Our Ref: RFI 23189

Dear

**Freedom of Information Act 2000
Information in Relation to missed Hospital 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 the above which you requested on 11 April 2018.

A response to each of the questions raised has been provided by the Planning, Performance and Informatics Directorate and is attached in Appendix A.

Under the terms of the legislation, if you are unhappy with this response you have the right to seek a review within the Trust in the first instance. If you wish to do so, please write to me at the address below.

If after such a review you are still unhappy with the response, you have the right to appeal to the Information Commissioner who will undertake an independent review. The Information Commissioner can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

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

**Catherine Treanor (Miss)
Information Governance Assistant**

Q1. How many hospital appointments were missed from January 2017-April 2018 in the South Eastern Trust. I would also like to know what percentage this is in relation to the hospital appointments issued during this time.

A1. Please see Table 1 below which shows the Total number of Hospital appointments and missed appointments broken down into 3 month periods from January 2017 to March 2018. It is also broken down by Hospital Site. DNA refers to Did Not Attend and CND refers to cancelled.

Please note an Outpatient is a patient who attends a clinic to see a consultant, a member of their team, or a locum for such a member.

An Outpatient DNA refers to the number of patients with an appointment who did not attend and failed to give advance warning to the hospital. This includes patients who cancelled their outpatient appointment on the same day on which the appointment was scheduled. The DNA rate is calculated by taking the number of missed appointments (DNAs) as a rate of the sum of the total number of attendances and missed appointments.

Table 1

Date Range	Hospital Site	Total Attendances + DNA/CND	Total DNA/CND	% DNA/CND
January 2017 – March 2017	Lagan Valley Hospital (LVH)	8441	567	7%
	Downe Hospital (DH)	5628	470	8%
	Ulster Hospital (UH)	40722	3778	9%
	Ards Hospital (AR)	5619	493	9%
	Bangor Hospital (BGR)	3083	226	7%
	Trust Total		63493	5534
April 2017 – June 2017	LVH	7751	526	7%
	DH	5586	449	8%
	UH	38207	3598	9%
	AR	5141	420	8%
	BGR	2951	209	7%
	Trust Total		59636	5202
July 2017 – September 2017	LVH	7327	463	6%
	DH	4929	424	9%
	UH	36842	3448	9%
	AR	4753	426	9%
	BGR	2590	190	7%
	Trust Total		56441	4951

October 2017 – December 2017	LVH	7376	530	7%
	DH	5180	470	9%
	UH	38589	3886	10%
	AR	5506	443	8%
	BGR	2638	204	8%
	Trust Total	59289	5533	9%
January 2018 – March 2018	LVH	8667	673	8%
	DH	5337	500	9%
	UH	40282	4185	10%
	AR	6184	531	9%
	BGR	2931	235	8%
	Trust Total	63401	6124	10%