

Date: Friday, 26 July 2019
 Our Ref: MB/KF FIRM 3903

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Re: Freedom of Information Request FIRM 3903

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 20th June 2019.

Your request was received as follows: -

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? – [The table below shows patients who did not attend and did not wait for a new or follow up appointment.](#)

DatePeriod	Total
1st January 2015 - 31st December 2015	12,585
1st January 2016 - 31st December 2016	10,760
1st January 2017 - 31st December 2017	12,998
1st January 2018 - 31st December 2018	13,771

2. For each of the time periods, how many patients that missed their outpatient appointment did the trust discharge from follow-up?

DatePeriod	Total
1st January 2015 - 31st December 2015	3,625
1st January 2016 - 31st December 2016	2,943
1st January 2017 - 31st December 2017	3,087
1st January 2018 - 31st December 2018	3,819

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 attached document, The Walton Centre NHS Foundation Trust \(WCFT\) can confirm patients who do not attend their appointments may be discharged following clinical review. The decision is made by the clinician as to whether the appointment is rescheduled or the patient is to be discharged.](#)

See our response above in [blue](#).

Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of



Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at www.opsi.gov.uk where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at www.opsi.gov.uk/advice/psi-regulations/index.htm

If 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 the Freedom of Information Office at the address above.

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.

Yours sincerely

Mr Mike Burns, Executive Lead for Freedom of Information

