

## FREEDOM OF INFORMATION RESPONSE

FOI 3332

### Missed appointments

- 1) How many hospital appointments were missed by patients in the financial years 12/13, 13/14, 14/15?

Year	Total DNAs
2012/2013	40883
2013/14	41531
2014/15	46769

- 2) How much did this cost the hospital trust in the financial years 12/13, 13/14, 14/15?

Year	Estimated Inc for DNAs
2012/2013	£4,409,318
2013/14	£4,172,850
2014/15	£4,673,807

*Please note: This is the value of income the trust would receive if all these attendances had taken place based upon the average Outpatient tariff for each year, hence the reduction in value from 12/13 to 13/14. However all trusts anticipate a certain level of DNAs so build this into clinics when booking appointments (i.e. over book appointments).*

1.