

## Re: Your request made under the Freedom of Information Act 2000

Under the Freedom of Information Act, I would like to request the following information:

- How many outpatient appointments do you offer per year
- What number of these appointments are completed?
- What number of these appointments did Not Attend (DNAs)?
- What number of these appointments are cancelled by the patient?
- What number of these appointments are cancelled by your organisation?

The answers to questions 2-5 for the year 2023 are provided in the table below. Although these can be summed to give a total of 702481 for question 1, it should be noted that as cancelled appointment slots can be reused, this number will be significantly higher than the number of appointments the trust can undertake in a given year.

Question	Answer
2. Number of appointments attended	434087
3. Number of DNAs	48928
4. Number of appointments cancelled by patient	84058
5. Number of appointments cancelled by the hospital	135408

- What is the estimated cost of a completed appointment? £235.50
- What is the estimated cost of a cancelled or DNA appointment? We do not cost cancelled or DNA appointments.

- What software do you currently use to manage your outpatient appointments?

Emis Camis

- How much does this software cost on an annual or monthly basis?

Commercially sensitive – as per contract clause

<https://www.dbth.nhs.uk/about-us/our-publications/publication-scheme/what-we-spend-and-how-we-spend-it/supplies-and-purchasing/>

- Did you purchase this software through a framework, if so which one?

NHS London Procurement Partnership (LPP)/ Clinical Digital Solutions Framework (CDS)

- What is your purchasing criteria if you were to purchase a similar software off framework?

The Trust is seeking to move forward with an Electronic Patient Record system which would include Patient Administration Functions.

- When is your current arrangement with this software due to end?

02 October 2026

- What Key Performance Indicators (KPIs) do you measure in regards to outpatient appointments?

DNA rates

Utilisation rates

RTT

Activity against plan

Virtual consultation rates

Patient Initiated Follow up rates

Appointment reconciliation

New to Follow up ratios

Advice & guidance activity

Our Ref: 40  
JANUARY 2024