

Freedom of Information Act Request

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

After reviewing your request, we can confirm that the Trust does not hold the specific financial information you have requested. We do not routinely calculate or record the financial cost associated with Did Not Attend (DNA) or otherwise vacant outpatient clinic slots for individual clinical services. Therefore, we are unable to provide an average cost per DNA or vacant appointment slot.

Under section 1(1)(a) of the Freedom of Information Act 2000, a public authority is not obliged to provide information it does not hold. Furthermore, in accordance with section 17(1) of the Act, this response also acts as a formal refusal under section 1(1)(a).

Should this information be required for operational purposes in the future, it may be possible to estimate associated costs based on clinic time, staffing, and other indirect factors, but such calculations would not reflect formally held or routinely maintained data.

Freedom Of Information Request

Clinical Services (Outpatients)	What is the average booked Clinic Utilisation for the mentioned clinical services?	What is the average financial cost to the trust for a vacant/DNA'd outpatient clinic appointment slot for the following clinical services?
General Surgery Service	99.6%	See exemption above
Urology Service	101.6%	
Trauma and Orthopaedic Service	94.9%	
Ear Nose and Throat Service	97.1%	
Ophthalmology Service	95.5%	
Oral Surgery Service	94%	
Neurosurgical Service	N/A	
Plastic Surgery Service	N/A	
Cardiothoracic Surgery Service	N/A	
General Internal Medicine Service	94%	
Gastroenterology Service	106.5%	
Cardiology Service	98.2%	
Dermatology Service	90.5%	

Respiratory Medicine Service	93%	
Neurology Service	N/A	
Rheumatology Service	95.6%	
Elderly Medicine Service	92.7%	
Gynaecology Service	90.8%	
Other - Medical Services		
Other - Mental Health Services		
Other - Paediatric Services	87.5	
Other - Surgical Services	104%	
Other - Other Services	101.4%	
Radiology/Imaging		
Respiratory physiology - Sleep Studies	Howard Briggs	
Urodynamics - Pressures & Flows	Katie leversidge	
Endoscopy	Vicky Baxter	
Trust Average	89.4%	

Freedom Of Information Request	Response	Example
<p>What is the unit cost to the trust for sending an appointment letter to patients and which provider does the trust utilise?</p> <p>If a unit/consumption cost is not available, please provide details of the provider and the annual contract value for appointment notification letters.</p>	<p>.88P per letter appointment 400,00 letters</p> <p>Digital letters 93,000-consumables</p>	<p>PSL off site printing</p> <p>DrDoctor</p>

If you are not satisfied with the handling of your request, you have the right to request an internal review. Requests for an internal review should be submitted within 40 working days from the date of this response, and should be addressed to d.wraith@nhs.net.

If you remain dissatisfied after the internal review, you have the right to appeal to the

Our Ref: 207

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Information Commissioner's Office (ICO). The ICO can be contacted at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113

Website: <https://ico.org.uk/make-a-complaint/>