Our Ref:94

May 2026

Doncaster and Bassetlaw Teaching Hospitals
NHS Foundation Trust

Freedom of Information Act Request

I am writing to request information under the Freedom of Information Act 2000.

I would like to know for the last year April 25 to April 26 how many appointments were missed

Response: ***For the year 01/04/2025 to 31/03/2026 there were 53751 appointments where patients failed to attend. (Please note this figure should be seen in the context that there were 587933 attended appointments in the same time period.)***

I would like to know for the last year April 25 to April 26 how many calls to DRI are unanswered

RESPONSE

Unanswered calls = 2,354,639 (please note this figure should be seen in the context that there were 3,340,704 answered calls

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 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/