

23<sup>rd</sup> June 2015

Dear Sir/Madam,

Thank you for your recent Freedom of Information request regarding missed appointments.

The Trust can provide the following information:

1. How many patients failed to attend their appointments at the Homerton Hospital? (Classed as Did Not Attends (DNAs) i.e. the patient did not arrive for their appointment and did not notify you).

Fin. Year	2012/13	2013/14	2014/15
DNA	41668	38027	45653

2. What was the total cost to the hospital for these missed appointments for each financial year? **This Trust does not separately cost missed outpatient appointments.**
3. The breakdown of the age groups responsible for each missed appointment (such as 0-9, 10-19, 20-29 etc until '60 and over').

2012-13

Age Group	Count of DNA
0-9	2681
10 - 19	2275
20-29	8756
30-39	9704
40-49	6654
50-59	5040
60 and Over	6558
<b>Grand Total</b>	<b>41668</b>

2013-14

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Age Group	Count of DNA
0-9	2528
10- 19	2114
20-29	7936
30-39	8912
40-49	5755
50-59	4653
60 and Over	6129
<b>Grand Total</b>	<b>38027</b>

2014-15

Age Group	Count of DNA
0-9	2887
10-19	2536
20-29	9434
30-39	10988
40-49	6719
50-59	5907
60 and Over	7182
<b>Grand Total</b>	<b>45653</b>

4. For each one, please state the reason (if known) for the missed appointment. **Unknown**
5. For each one, please state what the appointment was for. ---- **Please see attached report**

If you have any queries about this response please contact the information governance manager at [foi@homerton.nhs.uk](mailto:foi@homerton.nhs.uk) , in the first instance. If, following that, you still have any concerns, you may contact the Information Commissioner either by letter, FOI/EIR Complaints resolution, Wycliffe House, Water Lane, Wilmslow, Cheshire SM9 5AF, or by email [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk) to take them further.

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Yours sincerely

Mike Dunne  
Information Governance Manager/Deputy Calidcott Guardian