

Ref: FOIA Reference 2017/197

**Royal Stoke University Hospital**  
**Quality, Safety and Compliance Department**  
Newcastle Road  
Stoke-on-Trent  
Staffordshire  
ST4 6QG

Date: 5<sup>th</sup> April 2017

Tel: 01782 676474  
Email [Helen.Grocott@uhn.nhs.uk](mailto:Helen.Grocott@uhn.nhs.uk)

Mark Daniels  
[request-397490-ef70c2f5@whatdotheyknow.com](mailto:request-397490-ef70c2f5@whatdotheyknow.com)

Dear Mr Daniels

I am writing in response to your email dated 27<sup>th</sup> March 2017 requesting information under the Freedom of Information Act (2000) regarding missed outpatient appointments at County Hospital.

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 Between 29th Feb 2016 and 28th Feb 2017, how many Hospital out Patient appointments were missed at The County Hospital -Stafford- due to patients attending the wrong Hospital?**

A1 Information not held.

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Helen Grocott  
**Information Governance Manager**