

Ref: FOIA Reference 2017/186

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

Date: 24th August 2017

Tel: 01782 676474
Email Helen.Grocott@uhn.nhs.uk

Rachel Jackson
request-396660-512d57b1@whatdotheyknow.com

Dear Ms Jackson

I am writing in response to your email dated 22nd March 2017 requesting information under the Freedom of Information Act (2000) regarding print and mail service. I sincerely apologise for the delay in responding.

On 6th April 2017 we contacted you via email as we required clarification on the time frame for Q21.

On 11th April 2017 we replied via email with the following:

In relation to Q21 "What is the Trust's percentage of DNA's (Do not attend)?" I would like to know the percentage of appointments that patients did not attend from the last full known year.

As of 1st 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.

Please refer to the attached spread sheet.

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.

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