

Dear Yusuf Ahmed ,

Your Request for Information: FOI-0127-19

Thank you for your request for information.

Your request and the response are below:

Your request: How many unattended appointments were there in 2018?

Our response: 183,748

For reference, In 2017/18 the Trust had a total of 1,476,597 outpatient attendances and 286,590 inpatient appointments and procedures.

The Trust is working on improving the rate of unattended appointments. We have a CQUIN (a scheme is intended to deliver clinical quality improvements and drive transformational change) designed to improve the way GPs refer patients to the trust to make better use of the finite appointment slots available. It aims to reduce the number of patients who do not attend their appointments and the new to follow up appointments made. The Trust also uses SMS text to remind patients of their upcoming appointments.

National data on unattended appointments is available on the NHS England website and can be accessed via the following link:

<https://www.england.nhs.uk/statistics/statistical-work-areas/hospital-activity/quarterly-hospital-activity/>

If you are dissatisfied on how your request has been handled, you can complain in writing to:

The Information Governance Manager, Barts Health NHS Trust,

Email: foi@bartshealth.nhs.uk

Postal address:

The Information Governance Manager,

c/o Archives & Records Centre,

Barts Health NHS Trust,

Lower Ground Floor,

9 Prescott St,

Aldgate,

E1 8PR

If, after we have addressed your complaint, you remain dissatisfied with how we have responded, you are entitled to appeal to the Information Commissioner (Tel: 01625 545 745). Details are shown at www.ico.org.uk.

Yours sincerely,

Maria Björklund

FOI Co-ordinator

Barts Health NHS Trust

9 Prescott Street

E1 8PR

T: 020 7480 4866

Website: www.bartshealth.nhs.uk
foi@bartshealth.nhs.uk

Please note our new Records Management email address –
RecordsManagement@bartshealth.nhs.uk
See our Records Management pages on the intranet [here](#).