

Freedom of Information request 93-17

Request

- [1] - In the last three calendar years (2016, 2015, 2014), how many appointments have been missed by patients in the NHS Borders.
Can I have a breakdown on the number of appointments missed by each general practice and hospital in the NHS Borders area over last three calendar years (2016, 2015, 2014).
- [2] In the last three calendar years (2016, 2015, 2014) how much has it cost (in pounds) each general practice and hospital within the NHS Borders area.
Can I have a breakdown of the total amount of money these missed appointments has cost each general practice and hospital in the NHS Borders area over last three calendar years (2016, 2015, 2014).
- [3] What is the cost for each type of appointment
i.e. the price (in pounds) for an appointment with a GP, an outpatient appointment at a hospital and all other types of appointments.

Response

- The attached report details the number of recorded 'Did Not Attends' for both Nurse Led Clinics and Consultant Outpatient Clinics during 2014 2015 2016. Please note GP Practitioners are Independent Contractors and as such the Board does not hold information on their patient appointments. Therefore under Section 25 of the FOI(S)A 2002 this data is accessible elsewhere.



2017-02-21 FOI
93-17 Outpatient DN/

- The following tables detail the cost of the DNA's as detailed in the attached report. The total costs detailed have been calculated using the average costs each year relevant to the appropriate lead for the clinic, eg Consultant, Medical Staff, Nurse and Allied Health Professional.

Calendar Year	Total cost DNA's of Consultant Outpatient Clinics. (Based on an average cost of Clinic)	Total cost DNA's for Nurse Led Clinics. (Based on an average cost of Clinic)	Total Cost DNA's of Allied Health Professional Clinics (Based on an average cost of Clinic)
2014	£473,552	£19,258	£215,774
2015	£435,765	£21,542	£269,303
2016	£408,800	£27,843	£236,261

Calendar Year	Total cost DNA's of Medical Staff led Clinics - Mental Health (Based on an average cost of Clinic)	Total cost DNA's for Nurse Led Clinics - Mental Health (Based on an average cost of Clinic)	Total cost DNA's for AHP's and other staff Clinics - Mental Health (Based on an average cost of Clinic)
2014	£142,936	£79,610	£3,392
2015	£142,058	£94,819	£7,100
2016	£143,920	£113,091	£5,848

- The cost of each type of appointment is not held but is calculated using the NHS Scotland Cost Book, therefore under Section 17 of the FOI(S)A 2002 this data is not held.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **93-17** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.