

Freedom of Information request 113-17

Request

To ask how many outpatients do not attend their appointments without giving prior warning of their intention to do so in the health board?

What reasons were given for not attending?

Response

Within NHS Borders area there were 9976 appointments missed between 1 April 2015–31 March 2016. This total includes missed appointments from all acute specialties and missed appointments from Allied Health Professional services, such as occupational therapy, podiatry and speech and language therapy.

- 4538 – Doctor led
- 1606 – Nurse led
- 3723 – Allied Health Professional
- 109 – Miscellaneous

When patients were asked why they did not attend in a small survey, 57% responded. Whilst NHS Borders has an automated reminder service; 65% of the respondents advised they had either forgotten about the appointment or that they had not received the appointment [or reminder].

No further data on reasons for not attending is 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 **113-17** 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.