

Freedom of Information request 595-18

Request

Can you please tell me how many patients have missed elective day surgery appointments in the last three years (2016, 2017 and 2018 to date) due to failing to turn up without notice?

Can you also tell me what quantifiable costs were incurred by the trust as a result of the patient failing to attend their scheduled appointment?

If possible, I would also like to know the type of surgery involved (eg, skin biopsies, cataracts, etc) in these cases?

Response

Please find below the number of day case theatre cancellations for the years requested where a patient has not turned up without giving notice:

NHS Borders - Theatre Cancellations as Patient Did Not Attend (DNA)
Jan 2016 - Nov 2018

Cancellation Type Cancellation Reason Daycase / Inpatient	Patient DNA Daycase/Outpatient			
		2016	2017	2018*
Procedure				
ARTHROSCOPY		<5	<5	<5
CARPAL TUNNEL DECOMPRESSION		<5	<5	
CHOLECYSTECTOMY		<5		
CIRCUMCISION - ADULT			<5	<5
CYSTOSCOPY		<5	<5	<5
DENTAL		<5	5	9
DIRECT LARYNGOSCOPY AND OESOPHAGOSCOPY		<5		
EXAMINATION UNDER ANAESTHESIA		<5		<5
OPHTHALMOLOGY		9	<5	<5
FASCIECTOMY				<5
FRENULOPLASTY				<5
HERNIA REPAIR			<5	<5
HYSTEOSALPINGOGRAM			<5	
HYSTEOSCOPY		<5	<5	
INJECTION OF HIP (STEROID)		<5		
INSERTION OF GROMMET		<5		
LAPAROSCOPY		<5	5	
LOCAL ANAESTHETIC NERVE BLOCK				<5
MICROLARYNGOSCOPY		<5		<5
MUA FRACTURE NOSE			<5	
ORIF THUMB			<5	
REMOVAL OF METALWORK			<5	
SEBACEOUS CYST			<5	

SEPTOPLASTY		<5	
SLEEP NASENDOSCOPY			<5
TONSILLECTOMY		<5	<5
UNKNOWN PROCEDURE	<5		<5
URETHRAL BOUGINAGE / MEATAL DILATATION	<5		<5
VASECTOMY	<5	<5	<5
Grand Total	53	35	32

* 2018 covers the period Jan-Nov 2018

Source: Sapphire

The following table details the numbers of patients and the average cost by specialty of patients failing to attend their scheduled appointment in 2016, 2017, 2018.

Specialty	2016		2017		2018 to Nov	
	Number	Cost	Number	Cost	Number	Cost
Dental	<5	£708	<5	£2,888	6	£4,398
Ear, Nose & Throat	6	£8,856	<5	£6,028	<5	£4,587
General Surgery	10	£12,260	<5	£3,756	<5	£3,813
Gynaecology	8	£8,624	8	£8,808	<5	£1,117
Ophthalmology	10	£14,090	<5	£5,756	<5	£5,840
Oral Surgery	<5	£2,124	<5	£722	<5	£2,199
Trauma & Orthopaedics	7	£9,723	7	£9,926	<5	£5,756
Urology	8	£3,400	<5	£1,736	8	£3,520
Total	53	£59,785	35	£39,620	32	£31,230

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 **595-18** 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.