

## Freedom of Information request 82-20

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### Request

Can I have the figures for how many patients did not attend their appointments from January 1 2019 to date.

Can these figures be broken up per calendar month and can the amount of patients seen in your outpatient departments in each month at your respective trusts also be posted and broken down in the same way.

### Response

Please find below the data as per your request:

	Outpatient Attendances (Seen)			Outpatient Did Not Attends			Percentage (Did Not Attend)		
	New	Review	Total	New	Review	Total	New	Review	Total
Jan-19	2953	3744	6697	143	196	339	4.6%	5.0%	4.8%
Feb-19	2709	3149	5858	124	144	268	4.4%	4.4%	4.4%
Mar-19	3188	3455	6643	161	173	334	4.8%	4.8%	4.8%
Apr-19	2250	3303	5553	132	173	305	5.5%	5.0%	5.2%
May-19	2659	3744	6403	112	210	322	4.0%	5.3%	4.8%
Jun-19	2289	3517	5806	123	168	291	5.1%	4.6%	4.8%
Jul-19	2649	3221	5870	143	191	334	5.1%	5.6%	5.4%
Aug-19	2717	3471	6188	133	194	327	4.7%	5.3%	5.0%
Sep-19	3394	3546	6940	184	181	365	5.1%	4.9%	5.0%
Oct-19	3210	3870	7080	179	217	396	5.3%	5.3%	5.3%
Nov-19	2943	3694	6637	172	183	355	5.5%	4.7%	5.1%
Dec-19	2629	3237	5866	164	172	336	5.9%	5.0%	5.4%
Jan-20	2809	3475	6284	106	155	261	3.6%	4.3%	4.0%

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](mailto: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 **82-20** 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.