

Freedom of Information request 415-22

Request

1. In this health board, how many missed appointments have been recorded during the 2022 calendar year? Please also provide the data for the 2021, 2020, 2018 and 2017 calendar years. Where a missed appointment has been recorded, please outline where the appointment had been due to take place, for example at a hospital or GP practice. Please express the number of missed appointments in both numerical terms and as a percentage of the total number of appointments, as in the below example table:



Data Table 415-22
Response.xlsx

2. In this health board, please provide the cost of each missed appointment in a) a hospital setting and b) a GP practice. To exemplify my request, each GP appointment costs NHS England approximately £30, while NHS Borders said in 2015 that a single missed appointment cost in the region of £100.

Please note I am referring to missed appointments not cancelled appointments. I am defining a missed appointment as below:

'Where a patient fails to turn up for a pre-arranged appointment without having warned the relevant healthcare setting that they would not be attending.'

Response

1. Please find completed table as per request:



Data Table 415-22
Response - Complete

2. NHS Borders do not collate the cost of each missed appointment, therefore under Section 17 of the FOI(S)A 2002 this data is not held.

Under Section 15 Duty to provide advice and assistance data on the cost of outpatient appointments can be found at the following link:

<https://www.isdscotland.org/health-topics/finance/costs/Detailed-Tables/Speciality-Costs/Outpatients.asp>

Please note we cannot provide data on GP appointments or costs as this data is held by the individual GP practices, therefore under Section 25 of the FOI(S)A 2002 this data is accessible elsewhere.

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 **415-22** 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.