

Freedom of Information Request: 0167 2019/20

University Hospitals Birmingham NHS Foundation Trust (UHB) completed a merger by acquisition of Heart of England NHS Foundation Trust (HEFT) on 1st April 2018. Due to historical differences in data collection/reporting across UHB and the former Heart of England NHS Foundation Trust this response has been provided by hospital site.

Queen Elizabeth Hospital Birmingham

Please could you provide answers to each separate question covering the following time periods?

The first covering the time period 1st January 2015 – 31st December 2015;

The second covering the time period 1st January 2016 – 31st December 2016;

The third covering the time period 1st January 2017 – 31st December 2017;

And the fourth covering the time period 1st January 2018 – 31st December 2018.

1. How many patients missed outpatient appointments in each time period?

Please see below.

2. For each of the time periods, how many patients that missed their outpatient appointment did the trust discharge from follow-up?

Calendar Year	Number of DNA's	Discharged
Jan – Dec 2015	103,511	64,914
Jan – Dec 2016	122,987	97,078
Jan – Dec 2017	115,273	77,021
Jan – Dec 2018	111,392	58,196

3. What is the trust's policy on re-referrals when a patient does not attend an outpatient appointment? Please provide all relevant documents.

Please see attached policy.

Heartlands, Good Hope and Solihull Hospital

Please could you provide answers to each separate question covering the following time periods?

The first covering the time period 1st January 2015 – 31st December 2015;

The second covering the time period 1st January 2016 – 31st December 2016;

The third covering the time period 1st January 2017 – 31st December 2017;

And the fourth covering the time period 1st January 2018 – 31st December 2018.

1. How many patients missed outpatient appointments in each time period?

Calendar Year	Number of DNA's
Jan – Dec 2015	107,132
Jan – Dec 2016	110,678
Jan – Dec 2017	113,672
Jan – Dec 2018	123,335

2. For each of the time periods, how many patients that missed their outpatient appointment did the trust discharge from follow-up?

We are unable to identify which DNAs resulted in the patient being discharged.

3. What is the trust's policy on re-referrals when a patient does not attend an outpatient appointment? Please provide all relevant documents.

Please see attached policy.