

Our Ref: 63461

NHS Southport & Formby CCG
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Re: Freedom of Information Request

Please find below the response to your recent Freedom of Information request regarding Transport and appointment within NHS Southport and Formby CCG.

Request/Response:

1. In the last two years, what is the total number of aborted journeys? What was the common reasons for this? e.g. patient is an inpatient.
2. How much does each cancelled journey cost?

For questions 1-2 – NHS Southport and Formby CCG does not hold this information; you may wish to refer your query to North West Ambulance Service – foi.enquiries@nwas.nhs.uk

3. In the last two years, what is the total number of cancelled appointments either by patient and clinic? And what are the common reasons behind does cancellations?
4. In the last two years, what is the total number of DNA'd appointment? What are the common reasons behind does DNA's?

Description	2017/18 No.	2017/18 % of total outpatient apt	2018/19 No.	2018/19 % of total outpatient apt
Appointment cancelled by, or on behalf of, the patient	26,262	11.9%	27,776	10.1%
Appt cancelled or postponed by HCP	28,682	13.0%	28,328	10.3%
Did not attend - no advance warning given	13,766	6.3%	14,550	5.3%
Patient arrived late and could not be seen	79	0.0%	46	0.0%

5. What is the cost of each missed appointment?

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