

November 2011

*What has been the estimated total cost to the trust resulting from:*

*a) Missed outpatient appointments for each financial year that the trust has been in existence?*

Missed outpatient 'did not attends' (DNAs) do not cause a direct financial loss to the Trust. The block payment for outpatient appointments received from the Trust's Primary Care Trust Commissioners covers missed appointments. However, this lack of direct impact in financial terms does not mean that this Trust is inactive in seeking to reduce the number of DNA's and measures are taken to follow-up on these cases particularly where there is considered to be a potential safeguarding issue requiring the patient to be seen by clinical staff.

*B) Missed surgery appointments for each financial year that the trust has been in existence?*

The Trust does suffer a direct financial loss as a result of patients not turning up for surgery (DNAs) for surgery. When a patient does not attend, other patients from the waiting list are contacted until someone is found who is happy to be admitted at short notice.