

May 2012

*1. How many outpatient appointments were missed in each of the past five years (financial or calendar, whichever is easiest to collate).*

	<i>2007/08</i>	<i>2008/09</i>	<i>2009/10</i>	<i>2010/11</i>	<i>2011/12</i>
<i>Number of DNAs</i>	43,392	44,703	48,490	48,736	43,358

*2. The estimated cost to the hospital for each year.*

Missed outpatient appointments ‘*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.