

Our Ref: 63460

20 November 2019

southseftonccg.foi@nhs.net

NHS South Sefton CCG

Merton House
 Stanley Road
 Bootle
 Merseyside
 L20 3DL

Tel: 0151 317 8456

Email: southsefton.ccg@nhs.net

Re: Freedom of Information Request

Please find below the response to your recent Freedom of Information request regarding Transport and appointment within NHS South Sefton 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 South Sefton CCG does not hold this information; you may wish to refer your query to North West Ambulance Service – \[foi.enquiries@nwas.nhs.uk\]\(mailto:foi.enquiries@nwas.nhs.uk\)](#)

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	2017/18 % of total outpatient apt	2018/19	2018/19 % of total outpatient apt
Appointment cancelled by, or on behalf of, the patient	11,727	4.3%	11,873	4.3%
Appt cancelled or postponed by HCP	9,431	3.4%	10,217	3.7%
Did not attend - no advance warning given	30,037	10.9%	30,482	11.0%
Patient arrived late and could not be seen	242	0.1%	174	0.1%

5. What is the cost of each missed appointment?

NHS South Sefton CCG does not hold this information; you may wish to refer your query to North West Ambulance Service – foi.enquiries@nwas.nhs.uk