

Executive Corridor  
Darlington Memorial Hospital  
Hollyhurst Road  
Darlington  
DL3 6HX  
Switchboard Tel: 01325 38 0100  
Foundation Trust Office: 01325 74 3625  
Corporate Records Office: 01325 74 3700

Request for Information Reference: 08.23.49

FOI Direct line: 01325 743700  
Email: [cdda-tr.cddftfoi@nhs.net](mailto:cdda-tr.cddftfoi@nhs.net)

Email only

6<sup>th</sup> September 2023

Dear

## **Freedom of Information Act 2000 – Request for Information**

Thank you for submitting a request for information which we received on 22<sup>nd</sup> August 2023 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to Wayfinding Strategy and I am providing the following information in response to your specific questions:

### **1. The trusts wayfinding strategy.**

The Trust does not have a Wayfinding Strategy

### **2. Number of missed appointments by type and location.**

Please see the attached spreadsheet

### **3. Number of appointments that were cancelled to lack of wayfinding (E.g. patient unable to be able to find the location of their appointment).**

Zero

### **4. Number of complaints associated to poor wayfinding.**

March 2022	- one formal complaint and 3 quick resolution complaints
March 2023	- Zero
March 2024	- one quick resolution complaint

**We need this for the financial years ending:**

- **March 2024 (Y2D)**
- **March 2023**
- **March 2022**

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via [cdda-tr.cddftfoi@nhs](mailto:cdda-tr.cddftfoi@nhs).

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; [www.ico.gov.uk](http://www.ico.gov.uk).

Yours sincerely

**Corporate Records and Freedom of Information Facilitator**