

Executive Corridor
Darlington Memorial Hospital
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Darlington
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Request for Information Reference: 06.19.44

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Email only

17 July 2019

Freedom of Information Act 2000 – Request for Information

Thank you for your request for information received on 20 June 2019 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding secondary care workload being passed onto primary care. Specifically you requested information as follows:

Please could you provide answers to each separate question covering the following time periods:

- ***The first covering the time period 1st January 2015 – 31st December 2015;***
- ***The second covering the time period 1st January 2016 – 31st December 2016;***
- ***The third covering the time period 1st January 2017 – 31st December 2017;***
- ***and the fourth covering the time period 1st January 2018 – 31st December 2018.***

1. How many patients missed outpatient appointments in each time period?

Answer:

Year	New DNAs	Review DNAs
2015	12188	25619
2016	12261	26500
2017	12608	27991
2018	13041	26266

2. For each of the time periods, how many patients that missed their outpatient appointment did the Trust discharge from follow-up?

Answer: The Trust does not record this information.

2. What is the Trust's policy on re-referrals when a patient does not attend an outpatient appointment? Please provide all relevant documents?

Answer: All patients who DNA an outpatient appointment are reviewed by the clinician and a decision made on whether to re-appoint or discharge back to GP. If a patient is discharged back to the GP, they would require re-referral.

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. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive
County Durham & Darlington NHS Foundation Trust
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Website: www.ico.gov.uk.

There is no charge for making an appeal.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer