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6 April 2018

Freedom of Information Request – Ref: FOI 305-1718

Thank you for your recent Freedom of Information request about outpatient appointments. Please find the Trust's response below.

I would like to know the following under the FOI Act for each of the following calendar years: 2013, 2014, 2015, 2016 and 2017:

- a. the number of booked outpatient appointments in each hospital in the Trust in each of the past five calendar years

Year	Number of Booked Appointments
2013	250308
2014	260117
2015	249168
2016	278443
2017	284459

- b. the number of missed outpatient appointments in each hospital in the Trust in each of the past five calendar years

Location	2013	2014	2015	2016	2017
Trust Site	107357	110337	105423	106558	113684
Patient Home	95220	100634	97618	92092	87677
Other	47731	49146	46127	79793	83098

- c. any estimates of the cost of the missed appointments to the Trust in each calendar year. **The Trust does not hold this information.**

Should you have any queries in relation to our response in this letter, please do not hesitate to contact me. If you are unhappy with the response you have received in relation to your request and wish to ask us to review our response, you should write to:-

Anna Hilditch
Assistant Trust Secretary,
2gether NHS Foundation Trust
Rikenel

Montpellier
GLOUCESTER GL1 1LY
Tel: 01452 894165
E-mail: anna.hilditch@nhs.net

If you are not content with the outcome of any review, you may apply directly to the Information Commissioner's Office (ICO) for further advice/guidance. Generally, the ICO will not consider your case unless you have exhausted your enquiries with the Trust which should include considering the use of the Trust's formal complaints procedure. The ICO can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

Lisa Evans

LISA EVANS
Information Governance Officer
2gether NHS Foundation Trust

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or write to: OPSI, 102 Petty France, London SW1H 9AJ.