

Trust Headquarters  
East Surrey Hospital  
Canada Avenue  
Redhill  
RH1 5RH

Tel: 01737 768511  
www.sash.nhs.uk

Our ref: 3379

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### Freedom of information request

I am writing in response to your request for information which has been handled under the Freedom of Information Act 2000 (FOIA).

Your questions and our response are below.

Under the Freedom of Information Act, please could you provide me with the number of people who have missed:

1. one outpatient appointment (either first or subsequent attendance)
  2. two outpatient appointments (either first or subsequent attendance)
  3. three outpatient appointments (either first or subsequent attendance)
  4. four outpatient appointments (either first or subsequent attendance)
  5. five or more outpatient appointments (either first or subsequent attendance)
- for each of the past two years, 2014/15 and 2015/16.

Just to clarify with the below request, I'm looking for Did Not Attends rather than all kinds of missed appointments.

Did not attend	2014/15	2015/2016	Grand Total
1	13,171	15,451	28,622
2	2,376	3,085	5,461
3	503	625	1,128
4	137	176	313
5+	69	81	150
Grand Total	16,256	19,418	35,674