

27th February 2020

Our ref: FOI 03550

Dear

Thank you for your request for information.

Your Request

1) How many missed appointments have been recorded over the last 3 years? (2017-2019)

2) Please could you break the appointments down by:

- Year (2017, 2018, 2019)
- Department the appointment was with (i.e. radiology)

3) Separately, could you list how many people have missed one, two, three or more than three appointments during each of those years

Our Response

Specialty	2017	2018	2019	Grand Total
ACCIDENT & EMERGENCY	476	375	345	1196
ANAESTHETICS	48	49	29	126
Audiology	24	20	46	90
Bone & Marrow Transplantation	6	4	5	15
Breast	546	565	479	1590
Cardiac	8	18	15	41
CARDIOLOGY	3365	3058	3334	9757
CARDIOTHORACIC SURGERY	205	144	144	493
CLINICAL GENETICS	33	32	20	85
CLINICAL HAEMATOLOGY	249	621	715	1585
Colorectal	164	152	204	520
DERMATOLOGY	2909	2939	2718	8566

Chairman: Pearse Butler

Chief Executive: Kevin McGee (Interim)

RESEARCH MATTERS AND SAVES LIVES - TODAY'S RESEARCH IS TOMORROW'S CARE

Blackpool Teaching Hospitals is a Centre of Clinical and Research Excellence providing quality up to date care. We are actively involved in undertaking research to improve treatment of our patients. A member of the healthcare team may discuss current clinical trials with you.



Diabetic Medicine	556	603	547	1706
Dietetics	169	156	143	468
ENDOCRINOLOGY	460	321	340	1121
ENT	2153	2104	2015	6272
GASTROENTEROLOGY	1858	1774	1593	5225
GENERAL MEDICINE	341	273	180	794
GENERAL SURGERY	750	644	615	2009
GERIATRIC MEDICINE	154	108	175	437
GYNAECOLOGY	1591	1771	1284	4646
INFECTIOUS DISEASES	25	20	11	56
Lung Function	195	196	175	566
MEDICAL ONCOLOGY	358	363	390	1111
MIDWIFE EPISODE	121	41	37	199
NURSING EPISODE	8	13	26	47
OBSTETRICS	1267	1266	1352	3885
OPHTHALMOLOGY	5030	5416	5721	16167
ORAL SURGERY	1560	1225	822	3607
ORTHODONTICS	170	209	305	684
Paediatric Neuro-Disability		1	6	7
PAEDIATRIC NEUROLOGY	5	6	5	16
Paediatrics	2564	2417	2073	7054
Pain Management	472	310	333	1115
Pain Management	275	259	247	781
PALLIATIVE MEDICINE	7	3	5	15
PLASTIC SURGERY	208	166	239	613
Podiatric Surgery	193	197	70	460
Radiology	3972	4311	4320	12603
RESPIRATORY MEDICINE (also known as thoracic medicine)	900	911	912	2723
Respiratory Physiology	851	985	931	2767
RHEUMATOLOGY	1108	1138	1079	3325
Stroke Medicine	112	75	130	317
Surgical Appliances	1			1
TIA - Transient Ischaemic Attack	17	27	19	63
TRAUMA & ORTHOPAEDICS	4117	3867	3426	11410
UROLOGY	1899	1575	1515	4989
Vascular Surgery	8	8		16
Grand Total	41508	40736	39095	121339

No of missed appts	2017	2018	2019	Total
1	20526	20440	19380	60346
2	5596	5325	5259	16180
3	1558	1572	1445	4575
3+	1049	994	974	3017

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<http://www.bfwh.nhs.uk/our-services/hospital-services/information-governance/foi-questionnaire/>

If you are dissatisfied with our response to your request for access to information you may ask us to carry out an internal review. You should do this by writing to:

The Information Governance Manager
Blackpool Teaching Hospitals NHS Foundation Trust
Blackpool Victoria Hospital
Whinney Heys Rd
Blackpool
FY3 8NR
Email: bfwh.pso@nhs.net

If you remain unhappy, you may make a complaint to the Information Commissioner's Office.

Yours Sincerely,

Stephen Connor
Freedom of Information Manager