



Freedom of Information Request – 4627

Time period: Please provide the following information for the most recent full financial year (2024/25), or the latest 12-month period for which data is available. Where information is not held in the exact format requested, please provide the closest equivalent recorded data.

1. How many outpatient appointments were cancelled by the trust during the reporting period? If this information is routinely recorded by hospital site or locality within the trust, please provide a breakdown.
23,388 appointments
2. Where routinely recorded, please provide the average number of days' notice given to patients when an outpatient appointment was cancelled by the trust. (If the average is not routinely recorded, please provide the closest equivalent measure held by the trust)
16 days
3. Of the outpatient appointments cancelled by the trust, please provide any routinely recorded information showing whether the cancelled appointment slot was:
 - a. Reallocated to another patient
 - b. Left unused
 - c. **Not routinely recorded**
4. How many patients were offered an earlier outpatient appointment because a slot became available following a cancellation? Where recorded, please also provide the number who accepted the earlier appointment.
Information not recorded.
5. Following cancellation by the trust (rather than cancellation by the patient), how many patients waited more than 28 days before their replacement outpatient appointment?
6,760 appointments
6. If routinely recorded, please provide the number of patient contacts (including telephone calls, emails, online enquiries and letters) relating to:
 - a. Referral status
 - b. Appointment dates
 - c. Diagnostic test results
 - d. Follow-up appointments*Information not recorded.*
7. How many outpatient appointments were delivered through:
 - a. Telephone consultation *26,413 appointments*
 - b. Video consultation *643 appointments*
 - c. Another form of remote consultation *N/A*