

Ref. No: 2732
Date: 03/08/26
Subject: Rostrum

REQUEST & RESPONSE

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.

This data is captured but would require an audit (the numbers are really high and potentially misleading due to amendments to appts without the patient knowing - patients are only informed 6 weeks before appointment)

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)

This data is not captured in a system

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

This data is not captured in a system

- 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.

This data is not captured in a system

- 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?

This data is captured but would require an audit (the numbers are really high and potentially misleading due to amendments to appts without the patient knowing - patients are only informed 6 weeks before appointment)

- 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

This data is not captured in a system

7. How many outpatient appointments were delivered through:

- a. Telephone consultation
- b. Video consultation
- c. Another form of remote consultation

Please provide the total number of outpatient appointments during the same period so that the proportion delivered remotely can be calculated.

2025/26

Telephone Consultation – 106,860

Video Consultation – 1,531

Other Remote Consultation – 15,941

Total Outpatient Appointments – 858,890