

Dear [REDACTED]

I am writing to respond to your request [REDACTED] January 2016. Oxford University Hospitals NHS Foundation Trust can confirm that it holds the data that you requested.

This table is showing the number of patients who did not attend their appointments and were recorded as No Show or DNA. We have included in green the number of patients who did attend their appointments for comparison. The figures are reflective of the Trust as a whole.

Please find the figures below:

Attendance Status	DNA					
Activity Count						
	JOHN RADCLIFFE	HORTON HOSPITAL	NUFFIELD ORTHOPAEDIC	CHURCHILL SITE	SATELLITE SITES	Grand Total
Attended - 2010	365926	90338	104983	148937	31903	742082
DNA - 2010	30631	6480	7649	10575	3419	58754
January	2967	638	888	1198	48	5739
February	2110	505	632	831	78	4156
March	2515	609	602	969	92	4787
April	2172	494	592	687	295	4240
May	1934	513	535	720	270	3972
June	2655	540	602	886	370	5053
July	2534	545	541	793	315	4728
August	2388	458	585	844	372	4647
September	2786	539	637	867	423	5252
October	2747	521	576	860	338	5042
November	2670	520	637	910	398	5135
December	3153	598	822	1010	420	6003
Attended - 2011	379302	90263	112471	157006	45669	784711
DNA - 2011	27686	6031	7609	9723	3888	54937
January	2443	534	676	855	316	4824
February	2312	472	576	703	343	4406
March	2621	506	647	796	333	4903
April	2136	492	523	731	269	4151
May	2169	553	670	811	338	4541
June	2418	594	827	848	372	5059
July	2164	487	670	760	308	4389
August	2343	413	705	774	354	4589
September	2258	450	740	797	354	4599

October	2090	445	627	807	310	4279
November	2305	488	503	839	305	4440
December	2427	597	445	1002	286	4757
Attended - 2012	363763	85807	113589	192131	77157	832447
DNA - 2012	27178	5564	5847	9895	3281	51765
January	2839	529	483	977	271	5099
February	2448	470	499	846	272	4535
March	2266	417	509	803	293	4288
April	1880	401	524	719	235	3759
May	2383	503	585	886	315	4672
June	2085	426	487	721	252	3971
July	2240	505	560	841	290	4436
August	2223	498	504	808	256	4289
September	2096	399	429	795	268	3987
October	2439	502	445	885	300	4571
November	2305	481	459	892	266	4403
December	1974	433	363	722	263	3755
Attended - 2013	386154	98929	119284	206325	75981	886673
DNA - 2013	28691	6077	7421	10998	3446	56633
January	2680	579	545	1022	285	5111
February	2096	443	488	843	215	4085
March	2166	402	500	826	269	4163
April	2352	486	583	916	281	4618
May	2149	497	591	829	356	4422
June	2462	489	584	916	313	4764
July	2687	569	716	1061	318	5351
August	2364	481	679	855	281	4660
September	2542	556	687	974	258	5017
October	2640	587	739	974	298	5238
November	2328	521	701	971	288	4809
December	2225	467	608	811	284	4395
Attended - 2014	409582	97638	123641	235342	79547	945750
DNA - 2014	32804	5749	9416	13342	3339	64650
January	2535	500	767	1036	325	5163
February	2370	437	732	910	250	4699
March	2496	488	624	936	256	4800
April	2701	431	705	1004	246	5087
May	2773	458	789	1020	272	5312
June	2853	495	742	1119	318	5527
July	2963	520	855	1167	283	5788
August	2652	478	791	1084	221	5226

September	2923	510	814	1308	320	5875
October	3028	547	858	1448	301	6182
November	2826	451	825	1155	297	5554
December	2684	434	914	1155	250	5437
Attended - 2015	437843	101956	127375	259745	83702	1010621
DNA - 2015	33065	5995	9759	14822	3930	67571
January	2919	441	945	1221	327	5853
February	2603	447	758	1150	264	5222
March	2826	514	842	1205	271	5658
April	2715	588	868	1299	287	5757
May	2715	477	712	1218	317	5439
June	2857	600	826	1396	387	6066
July	2987	536	864	1348	423	6158
August	2543	493	817	1154	315	5322
September	3014	507	885	1364	384	6154
October	2689	476	721	1225	322	5433
November	2677	475	816	1209	314	5491
December	2520	441	705	1033	319	5018

Please note that on 1 November 2011 the Oxford Radcliffe Hospitals NHS Trust (ORH) merged with the Nuffield Orthopaedic Hospital NHS Trust (NOC) to form the Oxford University Hospitals NHS Trust (OUH). Our response reflects these changes. Therefore, we consider that Oxford University Hospitals Trust has released to you all of the information that it holds in relation to your request.

Internal review

If you are dissatisfied with the service or response to your request you can ask for an internal review by writing to:

██████████ Director of Assurance, John Radcliffe Hospital, Headley Way, Headington, Oxford OX3 9DU.

If you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office,
Wycliffe House, Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.

Telephone: 0303 123 1113 Website: www.ico.gov.uk

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