Response

1.Does your NHS trust use a dummy appointment system? Yes for Spinal Services and MSK Hub (musculoskeletal referral hub)

2. Please elaborate on the answer to question 1 to explain why, or why not. These services require triage of the referral details prior to booking the appointment to ensure the patient is booked into the correct clinic.

3. If the answer to question 1 is no, has the Trust ever used a dummy appointment system in the past?

4. If the answer to question 1 is yes, how many dummy appointments have been made available by your Trust in the past three calendar years (2014, 2015, 2016)? Please provide the figure for each year separately. What percentage of total appointments does this represent?

MSK Hub
2014 – 23 028
2015 – 27 354
2016 – 29 603

Spinal
2014 - 2400
2015 - 2400
2016 – 2400
(approx. based on 60 slots per week)

5. If the answer to question 1 is yes, how are dummy appointments cancelled?
They are not cancelled, the UBRN has an action recorded against it, and the patient onward referred or discharged appropriately.

6. If the answer to question 1 is yes, are patients who have been allocated a dummy appointment made aware that the slot should not be attended?
MSK Hub - Patients should not be aware of the virtual assessment (dummy appointment) as this is created by the GP and actioned by the service provider, at that point the patient becomes aware of the referral outcome.
Spinal – Patients are aware on E-RS that they are booking into a virtual assessment only (dummy appointment) and NOT to attend the appointment.

7. If the answer to question 1 is yes, how much has it cost your NHS Trust to administer cancellations of dummy appointments over the past 3 calendar years (2014/2015/2016)? Please provide separate figures for each year.
As per telephone discussion 31/1/17 this information if available will be submitted at a later date

8. How many Appointment Slot Issues (ASI's) resulting from the NHS e-referral service has the Trust had in the past calendar year?
12,262

9. Has the Trust had to pay any financial penalties for missing a contractual target ensuring sufficient NHS e-referral appointments are available? Please provide figures from the past 3 calendar years (2014/2015/2016).
As per telephone discussion 31/1/17 this information if available will be submitted at a later date

10. Are "dummy appointments" included in your waiting list statistics submitted to NHS England?
The dummy appointments are not included, but will be once patients are referred on and converted to an OUHFT pathway

11. Are patients who have generated ASI's included in your waiting times statistics submitted to NHS England?
Patients who have generated ASIs won't be included in our waiting times until booked and converted to an appointment. It is a known national problem that the RTT start within Cerner Millennium (OUH electronic patient record system) is the date the ASI is booked and is unable to be backdated.