

Freedom of Information Act 2000 - Request Reference Fol/22/226
Missed Endoscopy Appointments

1. What percentage of endoscopy appointments are missed?

During the period 01/04/2020 to 31/03/2022, 842 endoscopy appointments were not attended by patients scheduled for an endoscopy procedure. This equates to 3.1% of appointments during that period.

2. What is the cost to the NHS of such missed appointments?

The total cost of 842 appointments missed from 01/04/2020 to 31/03/2022 is £329,133.00

3. What, if any, is the policy for the recovery of the money expended for such missed appointments, so as to ensure that the NHS does not suffer financially for missed appointments?

The percentage of missed appointments is low for Endoscopy in Cardiff and Vale University Health Board and this is something we are proud of and is owing to the dedication of our administrative staff in ensuring an efficient booking and information sharing system.

The Health Board has invested in digital transformation, which includes new bookings systems with text reminders to patients, which enables a more seamless and quicker turnaround of paperwork to speed up the appointment booking process whilst being more flexible in the hope that this will reduce the number of appointments to which patients don't turn up for. The use of SMS texting to remind people of their appointments in a quick and easy way, also gives us the flexibility to fill cancellations quickly and efficiently.

In addition, through digital transformation, we will shortly be introducing an 'explain my procedure' information flyer that will be sent out to patients with their booking confirmation letter and a link sent to them via text that utilises a QR code to direct patients to a short video animation explaining their procedure. We continue to explore other opportunities to ensure the Health Board does not suffer financially for missed appointments.