

Freedom of Information Act 2000 – Request Reference FoI/24/352

Missed Appointments

Information Requested:

I would like to request details of the number/percentage of missed appointments in Cardiff and the Vale Health Board for (1) Paediatric Physiotherapy, (2) all Physiotherapy and also (3) generally how many missed general NHS appointments there have been.

The requestor clarified the following in respect of the third request and added a fourth request as below (4).

The third request is to find out how many/what percentage of all NHS hospital appointments are missed (not attended and without prior notice of non attendance from the patient) every year over the past 5 years, broken down by year.

(4) Could I also ask also for the number/percentage of patients who do not get in touch within the two week notice period when they receive a letter from the NHS about a missed appointment.

The letter would usually state something like 'please get in touch within 2 weeks of the date of this letter to rearrange a further appointment. If you do not contact us within this time, your name will be removed from our waiting list and you will be discharged from the service'. Again, every year over the past 5 years, broken down by year.

Response Details:

Please see the attached Excel document for responses to requests (1) to (3).

In respect of your request (4), Cardiff and Vale University Health Board (the UHB) has estimated that to complete the work needed to respond to this request would exceed the time limit as outlined in the Appropriate Limit and Fees Regulations 2004. When estimating the cost of complying with a request for information under the applicable legislation, the UHB must calculate this cost at a rate of £25 per person per hour to a maximum of £450, with the appropriate time limit for complying therefore being 18 hours.

In completing a search for the information requested, the UHB has confirmed that this information is not centrally recorded or collated. To retrieve the information requested would require a manual search through individual records which the UHB considers would exceed the appropriate limit for the purposes of the 2004 Regulations. The UHB has therefore relied upon the exemption set out in section 12 of the Freedom of Information Act 2000 ('Exemption where cost of compliance exceeds appropriate limit') and is refusing your request.