

14 April 2025

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on Thursday 27 March 2025. I am pleased to confirm the following.

Freedom Of Information Request	Response	Example
What was the total number of patient appointments facilitated via the NHS app for the trust during the past year?	224,246 Patients viewed appointment letters using the NHS App September 2024 – February 2025 (6months)	Patients do not make their appts using the NHS App
Considering the above, what is the total number of outpatient appointments booked by the trust for the previous year	Approx 688,128 appointments booked from Jan 2024 to December 2024	
What are the specific patient cohorts/clinical services that utilise NHS App bookings	NHS App appointment letters are available to be viewed in all specialties and clinical outpatient services	Some clinics such as Radiology Services, and Screening services are not currently available to be viewed in the NHS App

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely

Information Governance Administrator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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