NHS
Milton Keynes
University Hospital
NHS Foundation Trust

720 - FOI 5075 - Outpatient appointments

Questions	Response
Have you audited your coding in the last year?	Yes - Data quality audits focused on clinically coded data are undertaken every month. These may be random sample audits or themed. The annual data quality audit as stipulated in the Data Security and Protection Toolkit has been undertaken for financial year 2019-20.
If so, what percentage of the records required re-coding or coding re-validation?	Coding changes were made to 5.5% of the records reviewed during the annual audit.

Questions	Comments	Response
How many e-referrals do you process - per month and year?	Provided are the average number of e-Referrals received monthly by the Trust over the last twelve months.	4532
How many ERS bookings are made - per month and year?	We are unable to provide the number of bookings that are made per month. Patients use the e-Referral system to book appointments and the date they book their appointment is not stored in any of the Trust information systems (data warehouse), hence we are unable to answer this question.	
How many appointment cancellations are processed - per month and year?	Provided is the average hospital cancellation rate of all first outpatient appointments received via the e-Referral system for the last twelve months. Please note that the majority of these cancelled appointments will have been rescheduled. Considering that some of these bookings are made by patients up to six months in advance using the e-Referral system, invariably a proportion of those bookings are rescheduled due to annual leave, sickness of clinicians and other unforeseen circumstances.	22.3%