

***Request under Freedom of Information Act 2000***

Thank you for your request for information which we received on Tuesday 22<sup>nd</sup> August 2023. I am pleased to confirm the following.

**1. The trusts wayfinding strategy.**

[www.mkuh.nhs.uk/patients-and-visitors/maps-and-car-parking](http://www.mkuh.nhs.uk/patients-and-visitors/maps-and-car-parking)

**2. Number of missed appointments by type and location.**

Please see attached document.

**3. Number of appointments that were cancelled to lack of wayfinding (E.g., patient unable to be able to find the location of their appointment).**

0

**4. Number of complaints associated to poor wayfinding.**

There have been no complaints with regards to poor wayfinding

We need this for the financial years ending:

- March 2024 (Y2D)
- March 2023
- March 2022

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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,

Freedom of Information Co-ordinator  
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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