

Date of Report : 05/02/2020

809 - FOI 5149 - Missed Hospital Appointments

NAME OF TRUST : Milton Keynes University Hospital

Question 1 : How many missed appointments have been recorded over the last 3 years? (2017-2019)

	Total number of missed appointments (2017)	Total number of missed appointments (2018)	Total number of missed appointments (2019)	Total number of missed appointments (2017-2019)
Missed appointments	20,874	25,788	30,507	77,169

Question 2 : Please could you break the appointments down by:

•Year (2017, 2018, 2019)

•Department the appointment was with (i.e. radiology)

NAMES OF DEPARTMENTS	Missed appointments by department (2017)	Missed appointment by department (2018)	Missed appointment by department (2019)	Missed appointments by department (2017-2019)
Accident & Emergency	1	8	11	20
Anaesthetics	78	53	55	186
Audiology	26	18	20	64
Breast Surgery	534	519	649	1,702
Cardiology	900	1,174	1,490	3,564
Clinical Haematology	777	803	1,265	2,845
Clinical Oncology (previously Radiotherapy)	175	198	381	754
Clinical Psychology		1		1
Colorectal Surgery	320	335	486	1,141
Community Paediatrics			1	1
Dermatology	839	1,398	1,762	3,999
Diabetic Medicine	217	329	335	881
Dietetics	417	659	564	1,640
ENT	719	813	888	2,420
Gastroenterology	531	830	948	2,309
General Medicine	540	770	834	2,144
General Surgery	314	344	335	993
Geriatric Medicine		1		1
Gynaecological Oncology	40	41	47	128
Gynaecology	606	852	1,371	2,829
Haemophilia	1			1
Hepatology	44	109	277	430
Infectious Diseases	111	125	103	339
Intermediate Care			1	1
Maxillo-Facial Surgery	34	24	29	87
Medical Oncology	320	300	948	1,568
Midwife Episode	286	815	1,868	2,969
Neonatology	28	56	74	158
Neurology	255	356	486	1,097
Obstetrics	681	1,011	978	2,670
Occupational Therapy	9	9	12	21
Ophthalmology	2,203	2,276	2,178	6,657
Optometry		4	23	27
Oral Surgery	488	586	628	1,702
Orthodontics	323	347	320	990
Orthotics	1,231	1,245	1,294	3,770
Orthotics	352	299	281	932
Paediatric Dermatology	93	104	139	336
Paediatric Diabetic Medicine	21	33	48	102
Paediatric Ear Nose and Throat	61	219	149	429
Paediatric Maxillo-Facial Surgery	14	12	7	33
Paediatric Ophthalmology	126	173	190	489
Paediatric Surgery	20	14	16	50
Paediatric Trauma and Orthopaedics	162	189	161	512
Paediatric Urology	70	64	70	204
Paediatrics	1,544	1,892	2,215	5,651
Pain Management	100	151	229	480
Palliative Medicine	1			1
Physiotherapy	1,953	2,126	2,038	6,117
Podiatry	65	87	100	252
Rehabilitation	86	12	8	106
Respiratory Medicine	855	1,268	1,312	3,435
Rheumatology	230	372	440	1,042
Specialist Spinal Surgery Service	41	99	152	292
Trauma & Orthopaedics	1,201	1,574	1,454	4,229
Urology	723	600	632	1,955
Vascular Surgery	70	74	89	233
Well Babies			1	1
OTHER	47	17	115	179

Question 3 : Separately, could you list how many people have missed one, two, three or more than three appointments during each of those years

NUMBER OF PEOPLE THAT HAVE MISSED MULTIPLE APPOINTMENTS	2017	2018	2019	2017-2019
1	11,144	12,478	13,236	36,858
2	2,550	3,333	3,776	9,659
3	767	1,021	1,374	3,162
3+	479	717	1,107	2,303