

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 21 July 2022.

I am pleased to confirm the following.

Please could you confirm how many outpatient appointments at your trust were cancelled, postponed or rescheduled for the reason that the patient's case notes were missing or lost?

Please can I have at least three separate figures: a total for each of the following 12-month time periods and monthly sub-totals if possible:

- **April 1 2021 - March 31 2022**
- **April 1 2020 - March 31 2021**
- **April 1 2019 - March 31 2020**

All patients' medical records at MKUH are electronic, therefore do not get lost causing the cancellation of appointments

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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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