

FOI - 8298 - Wayfinding

Questions	Notes/Comments
<p>2. Number of missed appointments by type and location.</p> <p>We need this for the financial years ending:</p> <ul style="list-style-type: none"> • March 2024 (Y2D) • March 2023 • March 2022 	<p>Included are the number of instances where a patient did not attend their face to face outpatient appointment from 1st April 2021 until 20th August 2023. The data is split by financial year and the location of the appointment within Milton Keynes University Hospital.</p> <p>Please note:</p> <ul style="list-style-type: none"> - All virtual appointments have been excluded from this data. - The data includes all instances where a patient missed their appointment. We have no way of determining whether a patient missed their appointment as the result of being unable to find their way to the right location and patients can DNA for a wide variety of reasons.

Response

Location	2021/2022	2022/2023	2023/2024 (to 20th Aug)	Total
Accident & Emergency	1	4	0	5
OPD/Anaesthetics	7	21	1	29
OPD/Audiological Medicine	0	2	0	2
OPD/Breast Surgery	356	273	63	692
OPD/Cardiology	1327	1439	528	3294
OPD/Clinical Haematology	443	397	103	943
OPD/Clinical Oncology (previously Radiotherapy)	67	88	7	162
OPD/Colorectal Surgery	498	420	80	998
OPD/Community Paediatrics	3	0	0	3
OPD/Dermatology	1445	1715	501	3661
OPD/Diabetic Medicine	211	200	63	474
OPD/Dietetics	224	284	89	597
OPD/Endocrinology	147	234	56	437
OPD/ENT	801	879	269	1949
OPD/Gastroenterology	726	494	169	1389
OPD/General Medicine	377	304	74	755
OPD/General Surgery	314	316	78	708
OPD/Geriatric Medicine	4	15	2	21
OPD/Gynaecological Oncology	27	28	2	57
OPD/Gynaecology	690	1011	342	2043
OPD/Haemophilia	2	2	0	4
OPD/Hepatology	97	126	17	240

Response				
Location	2021/2022	2022/2023	2023/2024 (to 20th Aug)	Total
OPD/Infectious Diseases	128	87	29	244
OPD/Maxillo-Facial Surgery	27	30	19	76
OPD/Medical Oncology	218	80	30	328
OPD/Midwife Episode	1453	1189	629	3271
OPD/Neonatology	104	81	28	213
OPD/Neurology	450	419	130	999
OPD/Obstetrics	252	1040	471	1763
OPD/Occupational Therapy	454	434	181	1069
OPD/Ophthalmology	1981	2017	710	4708
OPD/Optomety	559	795	319	1673
OPD/Oral Surgery	540	730	212	1482
OPD/Orthodontics	525	724	178	1427
OPD/Orthoptics	963	1180	241	2384
OPD/Orthotics	311	405	124	840
OPD/Paediatric Dermatology	306	297	64	667
OPD/Paediatric Diabetic Medicine	37	48	10	95
OPD/Paediatric Ear Nose and Throat	259	238	31	528
OPD/Paediatric Maxillo-Facial Surgery	31	69	40	140
OPD/Paediatric Ophthalmology	284	191	79	554
OPD/Paediatric Respiratory Medicine	0	5	0	5
OPD/Paediatric Surgery	10	4	0	14
OPD/Paediatric Trauma and Orthopaedics	185	109	26	320
OPD/Paediatric Urology	80	70	24	174
OPD/Paediatrics	2498	2633	595	5726
OPD/Pain Management	144	228	74	446
OPD/Palliative Medicine	0	9	4	13
OPD/Patient Clinical Education	0	35	19	54
OPD/Physiotherapy	1664	2171	640	4475
OPD/Podiatry	104	121	35	260
OPD/Prosthetics	0	0	1	1
OPD/Rehabilitation	7	0	1	8
OPD/Respiratory Medicine	935	1242	386	2563
OPD/Rheumatology	334	431	145	910
OPD/Spinal Surgery Service	116	75	30	221
OPD/Thoracic Surgery	0	1	0	1
OPD/Trauma & Orthopaedics	1503	1750	512	3765
OPD/Urology	514	537	136	1187

Response				
Location	2021/2022	2022/2023	2023/2024 (to 20th Aug)	Total
OPD/Vascular Surgery	84	57	16	157
OPD/Well Babies	8	5	1	14
Unknown	26	3	0	29
Grand Total	24861	27792	8614	61267