

Ref: FOI 164

19 November 2019

Dear Requestor

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

On 28 October 2019 you sent a request, made under the Freedom of Information Act, relating to transport and appointments. I now provide this information as an attachment.

I trust that this is the information you require and that your request has been fully discharged.

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Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

If you are unhappy with this response, you are entitled to request an internal review of our decision, handled where possible by a member of staff not directly involved in the initial decision. If you wish to request such a review, please write direct to the Data Protection Officer, NHS Dorset, Ground Floor, West Wing, Vespasian House, Barrack Road, Dorchester DT1 1TG. We aim to deal with requests for internal review within three weeks of receipt, although where the issues involved are very complicated this period may be extended up to a total of six weeks.

If you have queries about this response, please do not hesitate to contact me quoting the above reference number.

Yours sincerely

***Signature Removed***

**Paddy Baker**  
Data Protection Officer  
NHS Dorset Clinical Commissioning Group

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**Q1:**

In the last two years, what is the total number of aborted journeys? What was the common reasons for this? e.g. patient is an inpatient.

**Response:**

Year	Total Aborts
2017/18	8050
2018/19	8375
2019/20 (to 30.09.2019)	4315

The most common reasons for this are:

- Patient not ready
- Patient made own way
- Patient too ill to travel

**Q2:**

How much does each cancelled journey cost?

**Response:**

There is no cost for a cancelled journey.

**Question around patient appointment**

**Q3:**

In the last two years, what is the total number of cancelled appointments either by patient or clinic? And what are the common reasons behind does cancellations?

**Response:**

NHS Dorset CCG does not hold this information; you may be able to source from our Acute providers via their Freedom of Information teams as follows:

- The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust on [foi@rbch.nhs.uk](mailto:foi@rbch.nhs.uk)
- Poole Hospital NHS Foundation Trust on [foi.requests@poole.nhs.uk](mailto:foi.requests@poole.nhs.uk)
- Dorset County Hospital NHS Foundation Trust on [FOI@dchft.nhs.uk](mailto:FOI@dchft.nhs.uk)
- Dorset Healthcare University NHS Foundation Trust on [foi.enquiries@dhuft.nhs.uk](mailto:foi.enquiries@dhuft.nhs.uk)

**Q4:**

In the last two years, what is the total number of DNA'd appointment? What are the common reasons behind does DNA's?

**Response:**

Please see response to Q3.

**Q5:**

What is the cost of each missed appointment?

**Response:**

Please see response to Q3.