



FOI REF: 22/156

Tel: 0300 131 4500  
Website: [www.esht.nhs.uk](http://www.esht.nhs.uk)

11<sup>th</sup> May 2022

## FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

**Please will you provide the following information:**

- 1. Copy of East Sussex NHS Healthcare Trust's procedures for telephone contact with patients who have anonymous caller reject (ACR) on their telephone that were in place up to and including 29th October 2021.**

[East Sussex Healthcare NHS Trust does not have a procedure for telephone contact with patients that have anonymous caller reject \(ACR\) on their telephone.](#)

- 2. Copy of East Sussex NHS Healthcare Trust's procedures for telephone contact with patients who have anonymous caller reject (ACR) on their telephone that were in place up to following the Trust's investigation made into my formal complaint of 18th November 2021 in respect of the Trust's non-attendance to a telephone consultation on 29th October 2021.**

[Not applicable, please see above.](#)

Cont.../

3. What is the period recording for failed or missed telephone consultations /appointments with patients and what was the number of failed or missed telephone consultations /appointments for that period?

Clarification was sought asking you to be more specific with the first part of your question and confirmation was received as follows:

I am given to understand that East Sussex Healthcare NHS Trust keeps a record or tally of failed or missed telephone consultations /appointments with patients. Indeed, I can recall some NHS Trusts (not necessarily ESHNT) publishing these figures within campaigns to reduced failed or missed telephone consultations /appointments with patients

Such record or tally would be undertaken across a set period whether this be (say) monthly, quarterly or annually.

I am seeking the number of failed or missed telephone consultations /appointments with patients over the last recording period.

To be clear, just the total number of failed or missed telephone consultations /appointments with patients. No details of these failed or missed telephone consultations /appointments with patients or hospital departments is being sought.

Please see the tables below for the number of New and Follow Up appointments, broken down by face to face, telephone or video appointment:

New Patients	New Patients Grand Total				Follow Up Patients Grand Total			
	Face	Tele	Video	Total	Face	Tele	Video	Total
Attends	6597	1377	101	8075	12658	6360	185	19203
CNAs	1078	93	24	1195	2245	343	36	2624
DNAs	636	94	27	757	1358	365	35	1758

Attends      Patient Attending their appointment  
 CNAs        Cancelled by patient  
 DNAs        Patient did not attend

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, please write to the Freedom of Information Department ([esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)), quoting the above reference.

Yours sincerely

Linda Thornhill (Mrs)  
Corporate Governance Manager  
[esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)