

FOI REF: 23/565

20th October 2023

Tel: 0300 131 4500
Website: www.esht.nhs.uk

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:

Can the trust confirm and provide information on the following:

1) The trust's wayfinding strategy.

East Sussex Healthcare NHS Trust's Policy and Procedure for Wayfinding is currently in draft form and has not yet been completed or ratified.

2) Number of missed appointments by type and location.

Clarification was sought asking you to confirm what you are classing as missed appointments for this request and particular question. Does this mean all appointments with an outcome of patient did not attend or something else and confirmation was received that you require the following:

We are asking for any appointment which was missed (including DNAs) with the reason being due to lack of/poor wayfinding.

We do not hold this information, outcome codes on Allscripts PAS are not descriptive enough to identify appointments cancelled due to lack of wayfinding.

3) Number of appointments that were cancelled to lack of wayfinding (E.g. patient unable to be able to find the location of their appointment).

We do not hold this information.

4) Number of complaints associated to poor wayfinding.

- **March 2024 (Y2D)** 1
- **March 2023** 0
- **March 2022** 0

We need this for the financial years ending:

- **March 2024 (Y2D)**
- **March 2023**
- **March 2022**

Please see above.

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, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Linda Thornhill (Mrs)
Corporate Governance Manager
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