



FOI REF: 24/046

15th February 2024

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Tel: 0300 131 4500
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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 detailed within the attached document.

Clarification was sought asking you to clarify the difference between completed appointment and cancelled or DNA appointment and confirmation was received as follows:

To clarify - 'completed' refers to successful appointments, that have not been cancelled by either party or DNA'd.

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 faithfully

Freedom of Information Department
esh-tr.foi@nhs.net

Question	Response
1) How many outpatient appointments do you offer per year?	636,025 Offer is taken to mean activity booked into an appointment slot, for example an appointment is booked for a patient who subsequently cancels, this appointment is then offered to another patient who attends, this will result in an offer count of 2 as the appointment has been offered more than once.
2) What number of these appointments are completed?	430,017 Completed is taken to mean attended in order to answer this question
3) What number of these appointments did not attend (DNAs)?	33,053
4) What number of these appointments are cancelled by the patient?	75,921 Please note no time frame has been provided for patient cancellations so many of these appointment slots may have been subsequently offered to other patients and as such may be counted more than once, this is in line with best practice in order to maximise use of resources.
5) What number of these appointments are cancelled by your organisation?	96,897
Please note, the total of questions 2, 3, 4 and 5 above is 137 short of the total offering of 636,025 for question 1. 137 appointments remain uncashed for the above reporting period and therefore cannot be assigned.	
6) What is the estimated cost of a completed appointment?	Average cost of outpatient appointment is £161.
7) What is the estimated cost of a cancelled or DNA appointment?	Estimated at £160.
8) What software do you currently use to manage your outpatient appointments?	Allscripts PAS.
9) How much does this software cost on an annual or monthly basis?	<p>Whilst the Trust holds the information requested, it is applying a Section 43(2) exemption in relation to this part of the request as the release of the information is likely to prejudice its commercial interests.</p> <p>In applying the exemption consideration has been given to the public interest in enabling scrutiny of public sector decision making and the general public interest in accountability and transparency.</p> <p>We have concluded that sharing commercials could disadvantage the incumbent supplier against their competitors. The information could provide competitors with the suppliers pricing, which could result in these suppliers obtaining a competitive advantage which could result in the Trust not obtaining best value for money.</p> <p>In this instance, we consider that the public interest in withholding the information is greater than the public interest in disclosing the information.</p>
10) Did you purchase this software through a framework, if so which one?	QE Facilities Limited - ClinicalIT Framework.
11) What is your purchasing criteria if you were to purchase a similar software off-framework?	<p>I can confirm that we hold the information requested above. However, the information is exempt from disclosure under Section 21 of the Freedom of Information Act 2000. This is because the information is accessible to you, as it is already in the public domain and can be accessed by viewing the 'Governing documents...' via the following link:</p> <p>Corporate publications – East Sussex Healthcare NHS Trust (esht.nhs.uk)</p> <p>This is an absolute exemption and there is, therefore, no requirement to consider the public interest.</p>
12) When is your current arrangement with this software due to end?	31st March 2026.
13) What Key Performance Indicators (KPIs) do you measure in regards to outpatient appointments?	ESHT have an Outpatient Dashboard with a number of KPIs which include number of attendances, DNAs, Cancellations etc. This information is collated and prepared by the Business Intelligence Team.