FOI REF: 26/549

4th November 2026

East Sussex Healthcare NHS Trust

Eastbourne District General Hospital
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Eastbourne
East Sussex
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Further to your recent request for information made under the Freedom of Information Act (FOIA) 2000, I now set out our answers to your specific questions, and any clarifications sought and provided, as follows:

Please provide the following information for the most recent full financial year (2024/25), or the latest 12-month period for which data is available. Where information is not held in the exact format requested, please provide the closest equivalent recorded data.

The information provided below is for financial year 2024/25:

1. **How many outpatient appointments were cancelled by the trust during the reporting period? If this information is routinely recorded by hospital site or locality within the trust, please provide a breakdown.**

Community Outpatient Appointments	10,933
Acute Hospital Outpatient Appointments	105,182

2. **Where routinely recorded, please provide the average number of days' notice given to patients when an outpatient appointment was cancelled by the trust. (If the average is not routinely recorded, please provide the closest equivalent measure held by the trust)**

Community Outpatient Appointments	6
Acute Hospital Outpatient Appointments	31.5

3. **Of the outpatient appointments cancelled by the trust, please provide any routinely recorded information showing whether the cancelled appointment slot was:**

   a. **Reallocated to another patient**

   b. **Left unused**

   c. **Not routinely recorded**

   We do not record this information.

4. **How many patients were offered an earlier outpatient appointment because a slot became available following a cancellation? Where recorded, please also provide the number who accepted the earlier appointment.**

We do not record this information.

5. **Following cancellation by the trust (rather than cancellation by the patient), how many patients waited more than 28 days before their replacement outpatient appointment?**

Community Outpatient Appointments	3,363

Acute Hospital Outpatient Appointments:

• Unique waits: (The same patient has had more than 1 cancelled appointment and have waited more than 28 days before a replacement appointment):	27,132
• Distinct patients	22,085

6. **If routinely recorded, please provide the number of patient contacts (including telephone calls, emails, online enquiries and letters) relating to:**

   a. **Referral status**

   b. **Appointment dates**

   c. **Diagnostic test results**

   d. **Follow-up appointments**

We do not record this information.

7. **How many outpatient appointments were delivered through:**

   a. **Telephone consultation**

   b. **Video consultation**

   c. **Another form of remote consultation**

Community Outpatient Appointments	5,227 outpatient appointments carried out with a telephone flag.
Acute Hospital Outpatient Appointments	91,384 successful answered telephone consultations.

We do not hold this information broken down between telephone/video or another form of remote consultation.

8. Please provide the total number of outpatient appointments during the same period so that the proportion delivered remotely can be calculated.

Community Outpatient Appointments	93,459
Acute Hospital Outpatient Appointments	730,801

I trust this information is helpful in its detail or explanation however, if you are dissatisfied with the response, then you have the right to request an internal review. If you wish to seek an internal review, please write to the Freedom of Information Team at esh-tr.foi@nhs.net quoting the above FOI reference number, within 40 working days. Please note the Trust is not obliged to accept a request for an internal review after this time period.

Yours faithfully

Freedom of Information (FOI) Team
East Sussex Healthcare NHS Trust
0300 131 4716
Core Hours of Business: Monday to Friday 9.00am to 4.00pm