Request under Freedom of Information Act 2000

Request Ref: NGFOI 18/19: 493

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 07/12/18.

I am pleased to be able to provide you with the following information:

1)   Statistics covering the last five completed years and in addition covering the current year, of the number of instances at NGH when patient records could not be found, located or were otherwise lost, together with details of how these instances arose / cause of loss, how long they were lost for and how they were finally found.

From August 2015 and up until March 2018 the Trust used a different reporting system:

Date range	Percentage availability
2015 (August – December)	**98.4%**
2016	**98.08%**
2017	**98.16%**
2018 to date	**99.72%**

Since March 2018 more detailed figures show:

March 2018	**51 out of 25291 were unavailable**
April	**58/30370**
May	**54/32737**
June	**92/31439**
July	**78/31400**
August	**87/30065**
September	**90/31667**
October	**91/35620**
November	**72/35293**
Total March – Nov 2018	**622/258591**

We do not record specific details of which notes were missing or how/where they were located.

2)   Statistics covering the last five completed years and in addition covering the current year, of the number by each of the following categories of hospital admissions, consultations, treatments and other patient appointments cancelled because the patient's records could not be found, located or were otherwise lost.

We do not have figures for the number of OP appts cancelled due to lack of notes but this is a very rare occurrence as patients can be seen with previous letters from consultations that are stored on other systems.

However we have been collecting information on cancelled planned procedures since November 2017 and figures are below.

4 procedures since November 2017 have been cancelled due to unavailability of notes.
1 in December 2017
1 in February 2018
1 in April 2018
1 in November 2018