



Request under Freedom of Information Act 2000

Request Ref: NGFOI 16/17: 312

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 13/09/16.

I am pleased that we are now able to provide you with a response to your request as shown below.

Response from Northampton General Hospital NHS Trust (NGH):

1. Do you use an appointment reminder service for outpatients, diagnostic imaging, day case admissions, and elective admission? Please answer yes or no and provide information on which area of your Trust uses the service.

Yes

2. For 2015/2016 what was the number of DNA's in outpatients? Please provide data as number of first attendances and number of follow ups.

- First Attendance DNA's: 9305
- Follow Up DNA's: 25446
- Total DNA's: 34751

3. For 2015/2016 what was your DNA percentage? Please provide data as a percentage for first attendance appointments, follow ups appointments and then a combined percentage.

- % First Attendance DNA's: 6.88%
- % Follow Up DNA's: 7.56%
- % Total DNA's: 7.37%

Please continue if you answered yes to question one

4. Is this provided in house or outsourced to an external company?
Outsourced

5. If outsourced, which company do you outsource too?
ERS Connect

6. What was the annual cost of running an appointment reminder service for 2015/2016?
£100k

7. Does your service allow patients to request to cancel or rearrange appointments?
Yes

8. If your service allows patients to cancel or rearrange an appointment, are they able to use the service to communicate their available or preferred dates/times?

No, if they request to rearrange the booking team will contact them directly to rearrange an appropriate appointment

9. What medium are patients communicated with? E.G. SMS, Voice (agent or robot), Smart phone app, etc.?
SMS, Voice Agent

10. How many days prior to appointment are patients contacted?
10 days

11. If a patient does not respond to a reminder or answer a phone call, does your service make further attempts?
There is a follow up at 7 days if they have not responded

12. How does your service confirm the ID of patients for information governance standards?
For Agent calls, the Agent requests personal details to confirm patient ID, for SMS the patient has consented to use the mobile phone number in advance

13. Does your service allow for individual messages to be sent to patients on an ad-hoc basis by hospital staff?
Yes

14. Does your service allow for group messages to be sent to patients on an ad-hoc bases by hospital staff?
Yes

15. Does your service allow you to conduct surveys?
No