

FOI 3021

25th April 2025

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

Can you please provide the following information under the Freedom of information act

Response:

	What is the average booked Clinic Utilisation for the mentioned clinical services?	What is the average financial cost to the trust for a vacant/DNA'd outpatient clinic appointment slot for the following clinical services?
General Surgery Service	95.5%	*£198 per patient
Urology Service	96.5%	*£198 per patient
Trauma and Orthopaedic Service	93.8%	*£198 per patient
Ear Nose and Throat Service	93%	*£198 per patient
Ophthalmology Service	94.8%	*£198 per patient
Oral Surgery Service	90.6%	*£198 per patient
Neurosurgical Service	95.3%	*£198 per patient
Plastic Surgery Service	Regional service not based in Southern Trust	N/A
Cardiothoracic Surgery Service	Regional service not based in Southern Trust	N/A
General Internal Medicine Service	96.1%	*£198 per patient
Gastroenterology Service	90.5%	*£198 per patient
Cardiology Service	90%	*£198 per patient
Dermatology Service	91.7%	*£198 per patient
Respiratory Medicine Service	90.6%	*£198 per patient
Neurology Service	95.3%	*£198 per patient
Rheumatology Service	95.1%	*£198 per patient
Elderly Medicine Service	94.7%	*£198 per patient
Gynaecology Service	94.4%	*£198 per patient
Other - Medical Services	N/A	N/A
Other - Mental Health Services	N/A	N/A
Other - Paediatric Services	89.2%	*£198 per patient

Other - Surgical Services		*£198 per patient
Other - Other Services	89.1%	*£198 per patient
Radiology/Imaging	96.8%	*£198 per patient
Respiratory physiology - Sleep Studies	N/A	N/A
Urodynamics - Pressures & Flows	Part of Urology	Part of Urology
Endoscopy	Not carried out in an outpatient setting	N/A
Trust Average	92.9%	*£198 per patient

<p>What is the unit cost to the trust for sending an appointment letter to patients and which provider does the trust utilise? If a unit/consumption cost is not available, please provide details of the provider and the annual contract value for appointment notification letters.</p>	<p>The provider is Postal Sort Ltd and the unit price is £0.63 per letter</p>
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*Calculating the total cost of lost capacity due to cancelled or postponed appointments depends on a variety of factors as fixed costs associated with the appointments still apply and slots relating to cancelled or postponed procedures may be rebooked, therefore figures should be used with caution. However, as a guide, the NI average marginal cost of outpatient attendances is £198.

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