

FOI3220

11th August 2025

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

Question: Under the Freedom of Information Act (2000) I request the following information.

Given each missed appointment costs each health trust a fee I would request:

- Total cost to the health trust on missed hospital appointments for the years 2021, 2022, 2023, 2024.

Response:

Missed appointments (DNAs), can lead to wasted clinical time and additional administrative work as well as increased waiting times for other patients. It is always difficult to quantify the exact total cost for missed appointments in any given year. More than 15,000 outpatient appointments were wasted in the Southern Health and Social Care Trust last year due to patients/service users not attending their appointment. The average cost of a new and review outpatient appointments is £200-£250.

Unfortunately, this information is not available for prior years.

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