

FOI 3536

12<sup>th</sup> January 2026

### **FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST**

Please provide the following information for the Southern Health and Social Care Trust for the period 1 January 2022 to the most recent date available:

**Question 1. The number of hospital or outpatient appointments recorded as missed (DNA – Did Not Attend) where the reason given was:**

- appointment letter received late, or
- appointment letter not received due to postal delay, or
- any other category explicitly linked to late or failed postal delivery.

**Response:**

This information is not held – The reason for DNA is not recorded on our systems.

**2. If available, a year-by-year breakdown of these figures.**

**Response:** As per previous response, N/A

**3. Any internal guidance, policy, or reporting codes used by the Trust to record missed appointments caused by postal delays.**

**Response:** This information is not held - there is no guidance, policy or reporting codes to record this reason for delay.

**4. Whether the Trust has undertaken any analysis, audit, or review of missed appointments linked to postal delays during this period.**

**Response:** Acute Referral and Booking Centre is not reliant solely on post to share appointment information with patients. Issues with postal delays have not been reported in significant number to this service. Therefore, no analysis, audit or review of missed appointments linked to postal delays have been undertaken by Acute Referral and Booking Centre during this period.

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