

FOI 3644

13th March 2026

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

Question 1. How much has the Trust spent on Royal Mail postage in the past 2 financial years – April 2025- 2026-to- date & April 2024-March 2025?

Response: The Trust uses intermediary post collection services (Postal Sort and Hybrid Mail) who then bring post to Royal Mail for onward delivery.

	Postal Sort	Hybrid Mail	Total Spend
1st April 2024 – 31st March 2025	£887,305.00	£33,113.56	£920,418.56
1st April 2025 – 31st January 2026	£ 776,718.86	£30,370.86	£807,089.72
	£1,664,024.86	£63,484.42	£1,727,509.28

Question 2. Please provide a total figure for the amount spent during the two financial years - April 2025- 2026-to- date & April 2024-March 2025.

Response:

Please refer to table in response to Question 1, above.

Question 3. Please provide a breakdown for the amount spent posting letters via Royal Mail to patients during the same period - April 2025- 2026 to date & April 2024-March 2025.

Response:

The Trust sends letters to patients as well as staff, other health and social care services / affiliated agencies / suppliers. It is not possible to filter out the total volume of letters sent to patients as this is not recorded by the Trust.

Hybrid mail however is sent to patients only and the amount spent is listed in the table at Question 1.

Question 4. Please provide a breakdown for the amount spent sending letters via Royal Mail to other medical professionals during the same period - April 2025- 2026 to date & April 2024-March 2025.

Response:

The Trust is unable to provide this information as it is not recorded.

Question 5. How much has the Trust spent on the postage of parcels with Royal Mail during the past two years?

Response:

1st April 2024 – 31st March 2025	£40,897.47
1st April 2025 – 31st January 2026	£34,732.29

Question 6. Can the Trust provide figures for the number of hospital appointments that have been missed during the past two years -- April 2025- 2026 to date & April 2024-March 2025?

Response:

The table below shows the number of out-patient missed appointments (recorded as “Did Not Attend” or “Could not Attend” in Craigavon Area Hospital, Daisy Hill Hospital, Lurgan Hospital and South Tyrone Hospital

Fiscal Year	Missed Appointments
2024/25	45,383
2025/26	33,680
Total	79,063

Notes for answer to Question 6:

Data between 01.04.2024 - 07.05.2025 has been extracted by:

Hospital of Clinic Name: Craigavon Area Hospital, Daisy Hill Hospital, Lurgan Hospital, South Tyrone Hospital

Regional Specialties Excluded from this report: Community Medicine, Geriatric Medicine, Mental handicap, Mental Illness, Old Age Psychiatry and Paediatrics

Data between 08.07.2025 - 28.02.2026 has been extracted by:

Department: ST CAH, ST LGH, ST DHH, ST STY

Appointment Status: Did Not Attend, Could Not Attend (CNA)

Department Specialties Excluded from this report: Community, Paediatrics, Speech and Language, Mental Health and Psychiatry
Please Note From 8th May onwards, data has been sourced from Encompass. Statistics taken from Encompass are still in development.

Question 7. During the same time period -- how many hospital appointments have been missed where patients have stated that they did not receive letters with an appointment date or received the letter too late?

Response:

The Trust is unable to provide this information as it is not recorded.

Question 8. Can the Trust provide a cost for the number of missed appointments during the past two financial years?

Response:

Fiscal Year	Cost of Missed Appointments (£)
2024/25	8,985,834
2025/26	6,668,640
Total	15,654,474

Notes for answer to Question 8:

**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 filled and rebooked, therefore figures should be used with caution.*

However, as a guide, the NI average marginal unit costs or an outpatient appointment is £198

1. Source: Costing Financial Returns (CFRs) based on financial year 2023/24

2. Cost is marginal i.e. Overhead costs have been excluded

Question 9. Can the Trust provide a cost for the number of missed appointments due to undelivered/missed letters during the past two financial years?

Response:

The Trust is unable to provide this information as it is not recorded.

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