

Reference:	FOI.13852.24
Subject:	Did Not Attend (DNA) rates
Date of Request:	20 February 2024

Requested:

Please provide the below DNA data for the mentioned services/departments.

Service/Department	DNA (Did Not Attend) Rate for <u>Previous 12 months</u>
General Surgery Service	Example 7.3%
Urology Service	
Trauma and Orthopaedic Service	
Ear Nose and Throat Service	
Ophthalmology Service	
Oral Surgery Service	
Neurosurgical Service	
Plastic Surgery Service	
Cardiothoracic Surgery Service	
General Internal Medicine Service	
Gastroenterology Service	
Cardiology Service	
Dermatology Service	
Respiratory Medicine Service	
Neurology Service	
Rheumatology Service	
Elderly Medicine Service	
Gynaecology Service	
Other - Medical Services	
Other - Mental Health Services	
Other - Paediatric Services	
Other - Surgical Services	
Other - Other Services	
Dadiology/Imaging	
Respiratory physiology - Sleep Studies	
Urodynamics - Pressures & Flows	
Endoscopy	
Trust Average	

Response:

Hywel Dda University Health Board does not record the information exactly as requested.

However, the UHB provides, within the tables below and overleaf, the DNA rates for both Health Care Professional (HCP) and Consultant led outpatient appointments, as recorded on the UHB's Welsh Patient Administration System (WPAS), during the period 1 February 2023 to 31 January 2024.

HCP led outpatients' appointments			
Department/service	DNA %	Department/service	DNA %
Adult Mental Illness	6.99%	Occupational Therapy	0.39%
Allied Health Professionals	0.91%	Old Age Psychiatry	1.71%
Cardiology	4.08%	Ophthalmology	5.04%
Child & Adolescent Psychiatry	6.91%	Paediatrics	6.33%
Clinical Neurophysiology	7.91%	Pain Management	10.27%
Community Medicine	7.14%	Perinatal	18.06%
Community Paediatric Service	13.95%	Physiotherapy	4.31%
Diabetic Medicine	0.00%	Podiatry	6.62%
Dietetics	3.56%	Post-COVID-19 Syndrome Service	8.26%
ENT	0.00%	Psychotherapy	8.67%
Gastroenterology	0.00%	Podiatry	6.62%
General Medicine	8.65%	Post-COVID-19 Syndrome Service	8.26%
Intermediate Care	0.00%	Psychotherapy	8.67%
Learning Disability	0.00%	Rehabilitation	3.03%
Liaison Psychiatry	1.10%	Respiratory Medicine	0.00%
Medical Oncology	0.00%	Speech & Language Therapy	2.77%
Nursing	5.36%	Trauma & Orthopaedics	5.83%
Total average 4.41%			

Consultant led outpatients' appointments			
Department/service	DNA %	Department/service	DNA %
Accident & Emergency	0.00%	Gynaecology	5.75%
Acute Internal Medicine	4.06%	Learning Disability	3.04%
Adult Mental Illness	11.98%	Medical Oncology	1.64%
Anaesthetics	9.09%	Midwifery	1.79%
Anticoagulation Service	1.05%	Nephrology	8.63%
Breast	4.88%	Neurology	5.68%
Cardiology	3.42%	Obstetrics	5.62%
Chemical Pathology	5.88%	Old Age Psychiatry	1.81%
Child & Adolescent Psychiatry	12.02%	Ophthalmology	5.91%
Clinical Genetics	0.00%	Paediatric Cardiology	5.79%
Clinical Haematology	1.48%	Paediatric Neurology	6.57%
Clinical Neurophysiology	7.08%	Paediatrics	9.99%
Clinical Oncology	0.99%	Pain Management	7.44%
Colorectal	4.79%	Palliative Medicine	0.00%
Community Medicine	9.23%	Perinatal	11.46%
Community Paediatric Service	11.88%	Respiratory Medicine	6.89%
Dermatology	4.87%	Rheumatology	3.53%
Diabetic Medicine	11.33%	Stroke Medicine	3.42%
Diagnostic Imaging	1.20%	Urology	2.90%
Endocrinology	6.25%	Vascular	5.86%
ENT	5.45%	Audiological Medicine	0.00%
Gastroenterology	7.06%	Nursing	0.00%
General Medicine	3.04%	Podiatry	0.00%
General Surgery	4.01%	Well Babies	0.00%
Geriatric Medicine	3.75%		
Total average 5.22%			

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