

Reference:	FOI.1138.19
Subject:	No-shows for routine hospital appointments
Date of Request:	11 July 2019

Requested

In each of the last 5 financial years:

1. How many routine hospital appointments were wasted by patient no-shows?
2. Which areas had the most no-shows and least no-shows?
3. How much does each missed routine appointment cost?

Please provide a breakdown by financial year for all answers and for all hospitals within the health board – if you have a breakdown per hospital then even better.

Response:

1. Hywel Dda University Health Board (UHB) has provided the number of routine hospital appointments that were recorded as patient did not attend (DNA) for the requested financial years within the table overleaf. For the purposes of interpretation, we have taken your use of the term 'no show' to mean a DNA. Please note the data has been broken down by hospital:

Financial Year	2014/15	2015/16	2016/17	2017/18	2018/19
Bronglais General Hospital (BGH)	3,382	3,187	3,449	3,296	2,944
Glangwili General Hospital (GGH)	8,241	8,849	9,672	9,033	8,413
Prince Philip Hospital (PPH)	6,502	7,464	7,843	7,987	7,203
Withybush General Hospital (WGH)	6,848	6,541	7,207	7,086	6,512
Total	24,973	26,041	28,171	27,402	25,072

2. In the table below, the UHB provides the areas with the most and least DNAs for the requested financial years:

Financial Year	2014/15	2015/16	2016/17	2017/18	2018/19
Most DNAs	GGH	GGH	GGH	GGH	GGH
Least DNAs	BGH	BGH	BGH	BGH	BGH

3. The UHB can only provide the information requested for the most recent three financial years, as this data was not captured prior to 2016/17. The cost of each missed routine appointment for the financial years 2016/17 to 2018/19 has been provided in the table below:

Financial Year	2016/17	2017/18	2018/19
Bronglais General Hospital (BGH)	£98.59	£117.26	£119.69
Glangwili General Hospital (GGH)	£78.87	£81.28	£87.95
Prince Philip Hospital (PPH)	£54.78	£78.66	£78.68
Withybush General Hospital (WGH)	£103.28	£111.05	£113.81
Total	£335.52	£388.25	£400.13