

Freedom of Information Request: Our Reference CTHB_215_19

You asked:

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.

In each of the last 5 financial years:

1. How many routine hospital appointments were wasted by patient no-shows?

Please see information provided by hospital site in attachment 1.

2. Which areas had the most no-shows and least no-shows?

Please see attachment 1.

3. How much does each missed routine appointment cost?

Please see attachment 2.

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Outpatient DNA Outcomes: 2014/15 - 2018/19

Site	2014/15	2015/16	2016/17	2017/18	2018/19
CAMHS Broad Street Clinic, Barry					15
CAMHS Fairfield Clinic Swansea		26	219	116	82
CAMHS Trehafod Clinic Swansea		34	357	450	427
Dewi Sant Hospital	1247	1206	1072	1051	1160
Dewi Sant Medical Day Unit		177	412	381	217
KHHP MHS PC- Groups			11	471	389
KHHP- MHS Primary Care		445	804	601	527
Keir Hardie Health Park	945	1018	1469	1785	2038
Llandough Hospital	311	173	164	144	104
Llwynypia Hospital	2	1			
MHS Primary Care - Maritime		1674	1628	1294	1482
MHS Primary Care - RGH		1		50	98
MHS Primary Care - Rhondda		1352	1913	1697	2324
Maritime MHS PC Group			23	741	31
Mental Health Services	2046	1819	2793	2291	2674
Neath Port Talbot Hospital		58	402	601	570
Pontypridd & District Hospital			69	4	
Prince Charles Hospital	18452	16159	15787	15004	13983
Princess of Wales Hospital	464	584	453	305	494
RGH Treatment Centre				269	472
Rhondda MHS PC Groups			13	573	1
Royal Glamorgan Hospital	16326	15493	16203	16326	15125
St Davids Community Hospital	828	991	1012	1290	1245
Swansea Child & Family Clinic				314	113
Tonteg Day Unit			167	221	
Womens Health Centre	415	295	331	391	308
YCC MHS PC- Groups			11	352	543
YCC MHS Primary Care		335	847	545	632
Ysbyty Cwm Cynon	5229	5424	6245	6100	5675
Ysbyty Cwm Rhondda	4626	5032	6000	6246	5299
Ysbyty George Thomas					127
Ysbyty George Thomas (MHS)			1		
Total	50891	52297	58406	59613	56155

CAMHS - Child and Adolescent Mental Health Service

KHHP - Keir Hardie Health Park

MHS - Mental Health Service

PC - Primary Care

RGH - Royal Glamorgan Hospital

YCC - Ysbyty Cwm Cynon

SPECIALTIES	Cost per attendance (New)	Cost per attendance (Follow Up)	Cost per attendance (Pre Operative)
Paediatrics	597.39	372.46	-
Geriatrics	136.92	91.57	-
Cardiology	139.68	80.29	191.35
Dermatology	58.32	49.32	-
Neurology	289.82	165.61	-
Rheumatology	291.49	137.45	-
Gastroenterology	204.96	176.52	-
Haematology	806.90	297.12	-
Thoracic medicine	211.23	149.50	-
Nephrology	121.92	47.26	-
Rehabilitation medicine	90.85	85.18	-
Palliative medicine	824.53	235.57	-
Other medicine	264.31	120.77	144.62
General surgery	270.87	166.70	104.92
Urology	194.08	106.96	182.90
Orthopaedics	181.95	111.09	183.64
ENT	136.40	92.58	147.02
Ophthalmology	194.14	132.48	109.68
Gynaecology	258.80	210.13	157.16
Dental specialities	197.08	230.43	-
Obstetrics	157.32	95.57	-
Learning disabilities	21.03	21.55	-
Mental illness	197.92	90.34	-
Child and adolescent psychiatry	473.70	210.72	-
Old age psychiatry	193.63	103.45	185.01
Clinical Oncology (inc Radiotherapy)	163.65	105.63	-
Pathological and radiological specialities	186.19	172.29	-
Anaesthetics	517.26	419.00	-