Freedom of Information Request: Our Reference CTMUHB_435_26

You asked:

1. **Reminder systems. The name(s) and supplier(s) of any appointment reminder service or system used by the organisation for patient appointments (for example SMS, automated voice/IVR, app or portal notification), and the total amount paid for each such service in each of the financial years 2023/24, 2024/25 and 2025/26.**

   Healthcare Communications
   2023/24 - £54000
   2024/25 - £50392.36
   2025/26 - £57367.56

2. **Cost of missed appointments. Any figure used by the organisation as the estimated cost of a missed appointment ("did not attend" / DNA), and copies of, or links to, any internal analysis, paper or report produced in the last three years estimating the annual cost of missed appointments to the organisation.**

   As an organisation we do not cost DNA's/Missed appointments. However, the average cost of a new appointment is £340, and a Follow Up is £240, so these would be the costs of the lost opportunity from an appointment that would be missed. The average costs have been used using the most recent costing data from 23/24.

3. **Telephone performance. For the organisation's main patient appointment booking/cancellation telephone line(s): the average call answer or waiting time, and the call abandonment rate, for the most recent 12-month period for which data is held.**

   Please see attachments 1 and 2.

4. **Cancellation routes. The routes currently available to patients to cancel or rearrange an outpatient appointment (for example telephone, SMS reply, online form, app), and, if recorded, the number or proportion of cancellations received via each route in the most recent 12-month period.**

   The only cancellation option for core outpatients is via telephone.