



**Wrightington,
Wigan and Leigh**
NHS Foundation Trust

Information Governance

Wrightington Hospital
Hall Lane
Appley Bridge
Lancashire
WN6 9EP

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Email: FOI@wwl.nhs.uk
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Ref: FOI2019/5476

Date Received: 20th June 2019

Response Due: 18th July 2019

4th July 2019

Dear

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

You asked:

Please could you provide answers to each separate question covering the following time periods:

**The first covering the time period 1st January 2015 – 31st December 2015;
The second covering the time period 1st January 2016 – 31st December 2016;
The third covering the time period 1st January 2017 – 31st December 2017;
and the fourth covering the time period 1st January 2018 – 31st December 2018.**

1. How many patients missed outpatient appointments in each time period?

Please see the attached information.

2. For each of the time periods, how many patients that missed their outpatient appointment did the trust discharge from follow-up?

Please see the attached information.

3. What is the trust's policy on re-referrals when a patient does not attend an outpatient appointment? Please provide all relevant documents.

The Trust policy is currently under review. We have recently reached an agreement with the LMC on the intended management which will form part of our policy but this is not yet published.

I trust that this information is helpful to you, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on

01257 488271. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Andrew Foster', written in a cursive style.

Andrew Foster
Chief Executive

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Wrightington Hospital, Hall Lane, Appley Bridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF