**FOI 9756 – Clinic utilisation, outpatient clinic appointment and cost of appointment letters**

Issued April 2025

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| **Clinical Services (Outpatients)**  | **What is the average booked Clinic Utilisation for the mentioned clinical services?**  | **What is the average financial cost to the trust for a vacant/DNA’d outpatient clinic appointment slot for the following clinical services?**Please note:* The below data is based on the National Cost collection results 23/24.
* The cost is the Outpatient appointment cost.
* Endoscopy is performed as a day case not Outpatient.
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| **General Surgery Service** | 93.31% | New appointment £194, Follow up appointment £147 |
| **Urology Service** | 103.37% | New appointment £148, Follow up appointment £108 |
| **Trauma and Orthopaedic Service** | 93.01% | New appointment £167, Follow up appointment £170 |
| **Ear Nose and Throat Service** | 99.64% | New appointment £180, Follow up appointment £166 |
| **Ophthalmology Service** | N/A | N/A |
| **Oral Surgery Service** | N/A | N/A |
| **Neurosurgical Service** | N/A | N/A |
| **Plastic Surgery Service** | N/A | N/A |
| **Cardiothoracic Surgery Service** | N/A | N/A |
| **General Internal Medicine Service** | 99.64% | New appointment £0, Follow up appointment £290 |
| **Gastroenterology Service** | 82.89% | New appointment £99, Follow up appointment £77 |
| **Cardiology Service** | 95.60% | New appointment £260, Follow up appointment £187 |
| **Dermatology Service** | N/A | N/A |
| **Respiratory Medicine Service** | 93.78% | New appointment £251, Follow up appointment £197 |
| **Neurology Service** | 96.47% | New appointment £416, Follow up appointment £312 |
| **Rheumatology Service** | 91.02% | New appointment £197, Follow up appointment £149 |
| **Elderly Medicine Service** | 69.69% | New appointment £384, Follow up appointment £299 |
| **Gynaecology Service** | 94.93% | New appointment £198, Follow up appointment £148 |
| **Other - Medical Services** | 98.67% |  |
| **Other - Mental Health Services** | N/A | N/A |
| **Other - Paediatric Services** | 91.81% | New appointment £369, Follow up appointment £296 |
| **Other - Surgical Services** | 90.82% |  |
| **Other - Other Services** | N/A | N/A |
| **Radiology/Imaging** | N/A | £142 |
| **Respiratory physiology - Sleep Studies** | 85.33% | New appointment £320, Follow up appointment £268 |
| **Urodynamics - Pressures & Flows** | Not Available |   |
| **Endoscopy** | Not Available |   |
| **Trust Average** | 86.86% | New appointment £207, Follow up appointment £182 |

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| **Freedom Of Information Request** | **Response**  |
| **What is the unit cost to the trust for sending an appointment letter to patients and which provider does the trust utilise?****If a unit/consumption cost is not available, please provide details of the provider and the annual contract value for appointment notification letters.** |  Hybrid Mail – Synertec spend for 2024/25 - £518,000 |