

Freedom of Information Request**Ref: UHB 17-002**

Date 4 April 2017



Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

1. Does your NHS trust use a dummy appointment system?

Yes. The Trust uses a dummy appointment system for fast track suspected cancer referrals (also known as ‘two week wait’ referrals)

2. Please elaborate on the answer to question 1 to explain why, or why not.

Two week wait appointments are triaged and booked into appropriate clinics, with patients telephoned to arrange an appointment, given the tight turnaround times involved.

3. If the answer to question 1 is no, has the Trust ever used a dummy appointment system in the past?

Not applicable – please see response to question one.

4. If the answer to question 1 is yes, how many dummy appointments have been made available by your Trust in the past three calendar years (2014, 2015, 2016)? Please provide the figure for each year separately. What percentage of total appointments does this represent?

Year	Quarter	Appointments	Total Appointments	Percentage of Total Appointments
2014	2013/2014 Q4	2,208	234,596	0.94%
	2014/2015 Q1	2,641	229,635	1.15%
	2014/2015 Q2	2,862	236,507	1.21%
	2014/2015 Q3	2,738	246,813	1.11%
2014 total		10,449	947,551	
2015	2014/2015 Q4	2,773	253,318	1.09%
	2015/2016 Q1	2,949	244,539	1.21%
	2015/2016 Q2	2,589	249,733	1.04%
	2015/2016 Q3	3,153	258,411	1.22%
2015 total		11,464	1,006,001	
2016	2015/2016 Q4	3,141	259,939	1.21%
	2016/2017 Q1	3,559	260,666	1.37%
	2016/2017 Q2	3,506	253,228	1.38%
	2016/2017 Q3	3,579	260,138	1.38%
Grand Total		37,741	4,941,075	0.76%

- 5. If the answer to question 1 is yes, how are dummy appointments cancelled?**
Dummy appointments are not cancelled. They are never used as actual appointments so this does not occur.
- 6. If the answer to question 1 is yes, are patients who have been allocated a dummy appointment made aware that the slot should not be attended?**
Patients are not informed about the existence of the “dummy” slot so they would not attend
- 7. If the answer to question 1 is yes, how much has it cost your NHS Trust to administer cancellations of dummy appointments over the past 3 calendar years (2014/2015/2016)? Please provide separate figures for each year.**
We do not hold this information
- 8. How many Appointment Slot Issues (ASI's) resulting from the NHS e-referral service has the Trust had in the past calendar year?**
For 2016 the Trust had 14432 total ASI's.
- 9. Has the Trust had to pay any financial penalties for missing a contractual target ensuring sufficient NHS e-referral appointments are available? Please provide figures from the past 3 calendar years (2014/2015/2016).**
No.
- 10. Are "dummy appointments" included in your waiting list statistics submitted to NHS England?**
No.
- 11. Are patients who have generated ASI's included in your waiting times statistics submitted to NHS England?**
No.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Trust Secretary
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

[Redacted signature]