



Doncaster Council

**Doncaster
Health and Wellbeing Board**

Date: 14 June 2018

Subject: Why people miss their hospital appointments in Doncaster and Bassetlaw

Presented by: Healthwatch Doncaster

Purpose of bringing this report to the Board	
Decision	
Recommendation to Full Council	
Endorsement	X
Information	X

Implications		Applicable Yes/No
DHWB Strategy Areas of Focus	Substance Misuse (Drugs and Alcohol)	
	Mental Health	
	Dementia	
	Obesity	
	Children and Families	
Joint Strategic Needs Assessment		
Finance		X
Legal		
Equalities		X
Other Implications (please list)		

How will this contribute to improving health and wellbeing in Doncaster?
<p>Over 50,000 hospital appointments are missed every year at Doncaster and Bassetlaw Teaching Hospitals NHS Trust. This equates to 4,166 per month and over 140 per day. Not only does this impact on the productivity of the Hospital and inevitably causes administrative burden on both secondary and primary care in chasing up those who do not attend their appointment, but more importantly patients may not access the diagnosis and subsequent treatment required.</p> <p>The cost to the NHS of missed appointments can be measured in a number of ways but best estimates are that this number of missed appointments each year could equate to income/expenditure of around £6m per annum.</p>

NHS Commissioners and Providers in Doncaster are looking at ways to improve Planned Care systems and processes, therefore understanding why people miss their appointments is an important factor.

Recommendations

The Board is asked to:

1. Note the report
2. Support the implementation of the recommendations
3. Request an update on the implementation of the recommendations in 12 months