

## Fordingbridge Surgery Disclosure Log - FS/FOI/001/11052015

### Request Received

By email sent to the surgery on 11.05.2015

**Subject:** Freedom of Information Act request - DNAs

Dear Sir or Madam,

I am a freelance journalist and would like to request the following information under the Freedom of Information Act:

- 1. How many Did Not Attend (missed) appointments were there at your practice for the month of April 2015?*
- 2. If there is more than one practice in your group, please provide the number of Did Not Attend appointments for April 2015 for each practice.*
- 3. Is there any particular day of the week or morning or afternoon when Did Not Attends are particularly high?*
- 4. Are Did Not Attends a particular problem in your practice and have you taken any specific measures to reduce them? If so please provide brief details.*

Kind regards,

\_\_\_\_\_

### Our Response

By email sent on 11.05.2015

Dear \_\_\_\_\_,

Please see attached which I think answers most of your questions and more and further responses below.

If you require any further data please let me know, but as I said in my acknowledgement to your request we would be interested to know why you have requested this information and what it is to be used for.

Regards  
Fordingbridge Surgery  
Bartons Road  
Fordingbridge  
Hampshire  
SP6 1RS  
01425 653430 (patient line)  
01425 652941 (business line)  
[www.fordingbridgegps.co.uk](http://www.fordingbridgegps.co.uk)

**Subject:** Freedom of Information Act request - DNAs

1. How many Did Not Attend (missed) appointments were there at your practice for the month of April 2015? **127**
2. If there is more than one practice in your group, please provide the number of Did Not Attend appointments for April 2015 for each practice. **Single Practice**
3. Is there any particular day of the week or morning or afternoon when Did Not Attends are particularly high? **As you can see from the attached Wednesday and Thursday are highest. Wednesday morning in particular with 50% of the DNAs being for Child Immunisation clinics**
4. Are Did Not Attends a particular problem in your practice and have you taken any specific measures to reduce them? If so please provide brief details. **No I don't think they are a particular problem for us. We do have SMS appointment reminders in place for patients who have given us their mobile numbers and this is something we encourage. What may also help to reduce our DNA rate is that we operate a Same Day Service where all patients who want an appointment on the same day are telephoned back by a clinician before being booked in if relevant.**



DNAs April 2015.xlsx

## Fordingbridge Surgery Disclosure Log - FS/FOI/002/12062015

### Request Received

By email sent to the surgery on 12.06.2015

Dear Practice Manager,  
I would like to make a request to your surgery under the FOI Act.

For the purposes of the Act, please take the date of your receipt of this request as 12th June 2015.

Please could you provide me with the following information:

- Please could you confirm that the email address that this request was sent to is the most appropriate one for FOI requests to your surgery, and if not please could you inform me of the most appropriate one instead (for future use)
- Please could you tell me whether your surgery is one of the care.data “pathfinder” surgeries piloting fair processing information and uploading of patient data within NHS West Hampshire CCG
- Please could you tell me
  - The number of patients currently registered at your surgery who have requested that the **9Nu0** read code be added to their medical record
  - The number of patients currently registered at your surgery who have requested that the **9Nu4** read code be added to their medical record
  - The number of patients currently registered at your surgery who have requested that the **9Ndo** read code be added to their medical record (i.e. opted out of the SCR)
  - The number of patients currently registered at your surgery who have requested that the **93C1** read code be added to their medical record (i.e. opted out of data sharing/HHR)

### Our Response

By email sent on 2<sup>nd</sup> July 2015

Dear \_\_\_\_\_,

Further to your Freedom of Information request dated 12<sup>th</sup> June 2015, these are our responses below within the required 20 working day timescale to your specific questions:

- Please could you confirm that the email address that this request was sent to is the most appropriate one for FOI requests to your surgery, and if not please could you inform me of the most appropriate one instead (for future use)

**Our response:** [fordingbridgesurgery@nhs.net](mailto:fordingbridgesurgery@nhs.net) is the most appropriate email address for FOI requests

- Please could you tell me whether your surgery is one of the care.data “pathfinder” surgeries piloting fair processing information and uploading of patient data within NHS West Hampshire CCG

**Our response:** Fordingbridge Surgery has signed up to become a pathfinder practice in NHS West Hampshire CCG, no patient data has been extracted yet

- Please could you tell me
  - The number of patients currently registered at your surgery who have requested that the **9Nu0** read code be added to their medical record  
**Our response:** Nil
  - The number of patients currently registered at your surgery who have requested that the **9Nu4** read code be added to their medical record  
**Our response:** Nil
  - The number of patients currently registered at your surgery who have requested that the **9Ndo** read code be added to their medical record (i.e. opted out of the SCR)  
**Our response:** Nil
  - The number of patients currently registered at your surgery who have requested that the **93C1** read code be added to their medical record (i.e. opted out of data sharing/HHR)  
**Our response:** Nil