

Freedom of Information Request

Ref: 25-238

28 April 2025

By Email

Dear Sir/Madam

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

- We can confirm that we hold some of the information you are requesting

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? *
General Surgery Service	We do not have a 'general surgery service'	
Urology Service	**We do not hold this information	
Trauma and Orthopaedic Service	62%	
Ear Nose and Throat Service	92%	
Ophthalmology Service	90%	
Oral Surgery Service	81%	
Neurosurgical Service	**We do not hold this information	
Plastic Surgery Service	**We do not hold this information	
Cardiothoracic Surgery Service	72%	
General Internal Medicine Service	60%	
Gastroenterology Service	46%	
Cardiology Service	50%	
Dermatology Service	64%	

Respiratory Medicine Service	69%	
Neurology Service	95%	
Rheumatology Service		
Elderly Medicine Service	9%	
Gynaecology Service	64%	
Other - Medical Services	51%	
Other - Mental Health Services	**We do not hold this information	
Other - Paediatric Services	49%	
Other - Surgical Services	78%	
Radiology/Imaging	46%	
Respiratory physiology - Sleep Studies	69%	
Urodynamics - Pressures & Flows	**We do not hold this information	
Endoscopy	We do not have endoscopy outpatient clinics	
Trust Average	40%	

**We do not cost empty slots or DNA's. Nationally they are treated as an overhead to attended appointments.*

Freedom Of Information Request	Response	Example
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.	Provider - Synertec Pricing is variable dependent on letter and contents. £1,095,382.44 (£1.10M) Spent Apr 2024 – Mar 2025	Mail To Me Ltd – Provider £0.04 per appointment letter / £2.3M spent during Jan 24 – Dec 24

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:

Data Protection Officer
University Hospitals Bristol and Weston 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

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

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

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust