

Ref. No: 0734
Date: 26/02/24
Subject: Missed Appointments

REQUEST

How many scheduled appointments were missed by patients (DNA / Did Not Attend) across all major hospitals (cumulative) within Mersey and West Lancashire Teaching Hospitals NHS Trust in the years 2019, 2020, 2021, 2022 and 2023?

RESPONSE

St Helens and Knowsley Teaching Hospitals NHS Trust and Southport and Ormskirk Hospital NHS Trust became a single legal entity known as Mersey and West Lancashire Teaching Hospitals NHS Trust on 1st July 2023, as such parts of the response may be provided in two sections relating to the hospital sites of each of the legacy organisations.

St Helens and Knowsley sites:

Year	DNA (Total)
2019	49,879
2020	39,169
2021	42,666
2022	52,803
2023	53,880

Southport and Ormskirk sites:

Year	DNA (Total)
2019	20,259
2020	15,515
2021	17,429
2022	19,275
2023	18,656