

Date: 09/05/2025  
Our Ref: 9905  
Enquiries to [loth.freedomofinformation@nhs.scot](mailto:loth.freedomofinformation@nhs.scot)

Dear

## **FREEDOM OF INFORMATION – SERVICE COSTS**

I write in response to your request for information in relation to service costs in NHS Lothian.

### **Question:**

1. What is the average booked Clinic Utilisation for the mentioned clinical services?: General Surgery; Urology; Trauma and Orthopaedics; Ear, Nose and Throat; Ophthalmology; Oral Surgery; Neurosurgery; Plastic Surgery; Cardiothoracic Surgery; General Internal Medicine; Gastroenterology; Cardiology; Dermatology; Respiratory; Neurology; Rheumatology; Medicine of the Elderly; Gynaecology; Mental Health; Paediatrics; Surgical Services; Other Services; Radiology / Imaging; Respiratory physiology – sleep studies; Urodynamics – pressures and flows; Endoscopy.

### **Answer:**

This information is not held centrally. Information may be held in individual department records, but in order to provide the information you request it would be necessary to review each department records, requiring significant resources. Department records may not be held in a format where they can be combined. Under section 12 of the Freedom of Information (Scotland) Act 2002, NHS Lothian is not required to respond to your request if the resources required to do so equate to more than £600 in cost.

### **Question:**

2. What is the average financial cost to the trust for a vacant / DNA'd outpatient clinic appointment slot for the clinical services above?

### **Answer:**

The attached spreadsheet details the average cost per outpatient clinic for each clinical service, along with the number of appointments not attended and the average cost to each service.

### **Question:**

3. 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.

Answer:

The cost for a single page letter is £0.747 for printing and postage, or £0.1373 for digital view. Some letters may include more than one page. The provider is Atos Origin.

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at <https://www.foi.scot/appeal>. If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the reviewer at the address at the top of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhsllothian.scot/FOI>

Yours sincerely

**ALISON MACDONALD**  
**Executive Director of Nursing Midwifery and AHPs**  
Cc: Chief Executive

Specialty Name	Attended Activity	Attended Average Cost	Attended Total Cost	DNA Volume	DNA average cost	DNA Total cost
ANAESTHETICS	8065	£235.05	£1,895,657	628	£27.77	£17,442
CARDIAC SURGERY	2091	£404.84	£846,522	73	£27.87	£2,034
CARDIOLOGY	59119	£121.21	£7,166,029	4622	£20.56	£95,012
CHILD & ADOLESCENT PSYCHIATRY	64602	£189.82	£12,262,879	7313	£14.76	£107,950
CHIROPODY/PODIATRY	58245	£29.71	£1,730,592	4445	£4.70	£20,912
Clinical Neurophysiology	3714	£556.99	£2,068,666	448	£16.98	£7,608
CLINICAL ONCOLOGY	36427	£153.17	£5,579,459	1342	£8.15	£10,943
CLINICAL PSYCHOLOGY	14665	£146.23	£2,144,476	2421	£4.83	£11,702
COMMUNITY SEXUAL & REPRODUCTIVE HEALTH	9877	£53.14	£524,871	476	£8.37	£3,985
DERMATOLOGY	72971	£170.32	£12,428,279	4280	£54.16	£231,794
DIABETES	34522	£142.38	£4,915,330	4982	£44.51	£221,755
DIETETICS	28874	£67.88	£1,960,098	5654	£21.07	£119,154
EAR, NOSE & THROAT (ENT)	27865	£176.49	£4,917,791	2503	£33.96	£85,004
ENDOCRINOLOGY	19370	£152.70	£2,957,733	1504	£24.72	£37,177
GASTROENTEROLOGY	70463	£369.71	£26,050,766	5433	£19.70	£107,034
GENERAL MEDICINE	33795	£256.28	£8,660,893	1913	£21.03	£40,226
GENERAL PSYCHIATRY (MENTAL ILLNESS)	206578	£62.00	£12,808,810	36633	£13.58	£497,653
GENERAL SURGERY (EXCL VASCULAR)	95815	£205.26	£19,666,936	5394	£19.18	£103,445
GERIATRIC MEDICINE	14582	£192.68	£2,809,697	765	£67.39	£51,555
GYNAECOLOGY	57592	£266.17	£15,329,392	3198	£38.53	£123,219
HAEMATOLOGY	34434	£251.58	£8,662,845	2228	£15.27	£34,016
INFECTIOUS DISEASES	32094	£314.38	£10,089,605	4760	£13.89	£66,133
Learning Disability	27808	£107.32	£2,984,437	1629	£4.37	£7,123
MEDICAL ONCOLOGY	17866	£814.48	£14,551,486	790	£14.31	£11,306
MEDICAL PHYSICS	6510	£185.38	£1,206,822	731	£3.94	£2,878
MIDWIFERY	68198	£117.02	£7,980,196	4279	£7.49	£32,071
NEUROLOGY	35305	£285.87	£10,092,712	3781	£26.18	£98,972
NEUROSURGERY	9400	£210.27	£1,976,501	684	£19.96	£13,654
OBSTETRICS	37397	£130.64	£4,885,648	1445	£14.55	£21,030
OCCUPATIONAL THERAPY	7085	£40.92	£289,918	438	£12.45	£5,452
OPHTHALMOLOGY	84500	£244.84	£20,689,186	9471	£46.86	£443,795
ORAL AND MAXILLOFACIAL SURGERY	8555	£215.87	£1,846,763	1167	£19.98	£23,312
Oral Surgery	9292	£264.64	£2,459,026	1440	£13.75	£19,795
Orthodontics	10151	£209.31	£2,124,727	885	£12.04	£10,654
ORTHOPTICS	11128	£123.71	£1,376,652	3355	£11.77	£39,501
ORTHOTICS	13300	£227.62	£3,027,387	1188	£37.69	£44,776
Paediatric Dentistry	6621	£229.82	£1,521,656	1018	£16.23	£16,525
PAEDIATRIC SURGERY	3936	£287.39	£1,131,161	719	£39.60	£28,476
PAEDIATRICS	25840	£148.33	£3,832,753	3515	£26.06	£91,588
PHYSIOTHERAPY	194103	£57.26	£11,114,841	19393	£8.94	£173,379
PLASTIC SURGERY	25655	£129.10	£3,312,159	2228	£20.25	£45,108
PSYCHIATRY OF OLD AGE	58902	£60.32	£3,553,156	1096	£46.06	£50,487
REHABILITATION MEDICINE	7725	£301.76	£2,331,075	496	£90.28	£44,778
RENAL MEDICINE	47316	£263.54	£12,469,848	1867	£24.26	£45,300
RESPIRATORY MEDICINE	73354	£155.12	£11,378,668	7545	£37.13	£280,119
Restorative Dentistry	5570	£236.74	£1,318,663	385	£9.28	£3,573
RHEUMATOLOGY	41627	£183.01	£7,618,355	1962	£23.08	£45,283
SPEECH AND LANGUAGE THERAPY	14499	£29.92	£433,830	1947	£5.34	£10,403
THORACIC SURGERY	3031	£185.36	£561,841	224	£28.89	£6,472
TRAUMA AND ORTHOPAEDIC SURGERY	52680	£169.24	£8,915,611	3614	£27.42	£99,098
UROLOGY	41123	£271.41	£11,161,185	2150	£6.13	£13,190
VASCULAR SURGERY	8895	£211.02	£1,877,063	428	£87.00	£37,235