

Date 15/04/2026
Your Ref
Our Ref 11191

Enquiries to Richard Mutch
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Dear

FREEDOM OF INFORMATION – OUTPATIENT APPOINTMENTS

I write in response to your request for information in relation to outpatient appointments.

Question:

1. Total number of outpatient appointments scheduled.
2. Total number of outpatient appointments recorded as Did Not Attend (DNA).
3. Total number of outpatient appointments cancelled by patients.
4. Total number of outpatient appointments cancelled by NHS Lothian.
5. Overall outpatient DNA rate percentage.
6. Breakdown of DNA numbers and DNA rate percentage by specialty or clinical service area, where held.
7. The name of the main appointment booking or Patient Administration System used to record outpatient appointments and cancellations (for example TrakCare or equivalent).

Answer:

Please see enclosed spreadsheet.

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 www.itspublicknowledge.info/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.

Headquarters
Mainpoint
102 West Port
Edinburgh EH3 9DN

Chair Professor John Connaghan CBE
Chief Executive Professor Caroline Hiscox
*Lothian NHS Board is the common
name of Lothian Health Board*



If you require a review of our decision to be carried out, please write to the FOI Reviewer at the email address at the head 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.nhslothian.scot/FOI/Pages/default.aspx>

Yours sincerely

ALISON MACDONALD
Executive Director, Nursing
Cc: Chief Executive
Enc.

Notes:

1. Time period: Calendar year 2025 (Jan 2025 - Dec 2025)
2. In line with our normal practice, we have excluded from the figures below 'appointments' that represent administrative activities (e.g. multi-disciplinary meetings, clinical admin) that are recorded on Trak. These 'appointments' are always marked as 'attended' so can skew DNA rates.
3. The figures represented here might differ from those published nationally due to differences in inclusion criteria and definitions.
4. The figures include both new and return outpatient appointments, consultant-led appointments and appointments led by other healthcare professionals (e.g. nurse-led clinics).
5. "Expected attendances" relate to appointments where the patient was expected to attend (i.e. their appointment hadn't been cancelled, etc.). We routinely use this figure as the denominator for DNA rates, and have used it as the definition of 'scheduled appointments' for current purposes.
6. "Cancellations" include records with appointment status 'cancelled' and also those with appointment status 'transferred' because the two options can be used interchangeably to some extent on Trak. These cancelled (and transferred) appointments are NOT included in the 'expected attendances' figure, nor the DNA figure.
7. An individual appointment might be cancelled multiple times and would be counted each time in the table below. In addition, an appointment might be cancelled then rebooked, so could appear in the table below under both 'cancellations' and 'attendances'.
8. Cancellations by Patient include (but not exclusively) reasons such as 'could not attend' and 'patient died'. Cancellations by Service include (but not exclusively) reasons such as 'cancelled by service' and 'booked in error'.
9. Figures exclude theatres activity recorded within our outpatient appointments data.

Response:

Table 1: Outpatient Summary

Expected attendances ("appointments scheduled")	2,588,181
Appointments with status 'not attended' ("DNA")	196,425
Appointments cancelled by patients	338,664
Appointments cancelled by service ("cancelled by NHS Lothian")	345,383
Appointments cancelled with no reason recorded (so no indication of patient- or service-initiated)	21,617
DNA % (not attended/ expected attendances)	7.6%

Table 2: Outpatient DNA Rates by National Speciality

National Speciality Code	National Speciality Name	Expected attendances	Not attended	DNA rate (%)
TOTAL	TOTAL	2,588,181	196,425	7.6
A1	GENERAL MEDICINE	31,749	1,476	4.6
A2	CARDIOLOGY	54,906	3,705	6.7
A3	CLINICAL GENETICS	3,424	166	4.8
A6	INFECTIOUS DISEASES	40,952	5,015	12.2
A7	DERMATOLOGY	62,232	3,634	5.8
A8	ENDOCRINOLOGY & DIABETES	679	85	12.5
A81	ENDOCRINOLOGY	13,681	1,348	9.9
A82	DIABETES	36,815	5,111	13.9
A9	GASTROENTEROLOGY	57,581	4,687	8.1
AB	GERIATRIC MEDICINE	18,389	861	4.7
AD	MEDICAL ONCOLOGY	20,065	555	2.8
AF	PAEDIATRICS	26,457	3,368	12.7
AFA	COMMUNITY CHILD HEALTH	1,614	277	17.2
AG	RENAL MEDICINE	49,114	1,652	3.4
AH	NEUROLOGY	37,078	2,922	7.9
AM	PALLIATIVE MEDICINE	4,131	71	1.7
AP	REHABILITATION MEDICINE	2,601	216	8.3
AQ	RESPIRATORY MEDICINE	64,347	6,478	10.1
AR	RHEUMATOLOGY	27,667	1,455	5.3
AV	CLINICAL NEUROPHYSIOLOGY	4,139	310	7.5
C11	GENERAL SURGERY (EXCL VASCULAR)	79,845	3,939	4.9
C12	VASCULAR SURGERY	7,942	446	5.6
C13	ORAL AND MAXILLOFACIAL SURGERY	9,690	1,005	10.4
C2	ACCIDENT & EMERGENCY	22,986	869	3.8
C3	ANAESTHETICS	7,808	485	6.2
C41	CARDIAC SURGERY	1,682	65	3.9
C42	THORACIC SURGERY	3,068	145	4.7
C5	EAR, NOSE & THROAT (ENT)	29,447	2,105	7.1
C6	NEUROSURGERY	9,050	516	5.7
C7	OPHTHALMOLOGY	85,465	7,534	8.8
C8	TRAUMA AND ORTHOPAEDIC SURGERY	55,694	3,884	7.0
C9	PLASTIC SURGERY	30,570	2,010	6.6
CA	PAEDIATRIC SURGERY	2,946	472	16.0
CB	UROLOGY	40,644	1,768	4.3
D1	COMMUNITY DENTAL PRACTICE	27,411	3,123	11.4
D3	ORAL SURGERY	10,281	1,303	12.7
D4	ORAL MEDICINE	1,425	151	10.6
D5	ORTHODONTICS	8,363	640	7.7
D6	RESTORATIVE DENTISTRY	3,794	171	4.5
D8	PAEDIATRIC DENTISTRY	7,001	838	12.0
F2	Gynaecology	46,639	2,336	5.0
F3	OBSTETRICS	46,792	2,152	4.6
F4	COMMUNITY SEXUAL & REPRODUCTIVE HEALTH	12,895	788	6.1

G1	GENERAL PSYCHIATRY (MENTAL ILLNESS)	266,272	37,674	14.1
G2	CHILD & ADOLESCENT PSYCHIATRY	62,746	6,270	10.0
G3	FORENSIC PSYCHIATRY	7,593	1,285	16.9
G4	PSYCHIATRY OF OLD AGE	55,514	1,157	2.1
G5	LEARNING DISABILITY	30,798	1,862	6.0
H1	CLINICAL RADIOLOGY	315,639	9,782	3.1
H1A	BREAST SCREENING SERVICE	1,404	133	9.5
H2	CLINICAL ONCOLOGY	31,228	1,025	3.3
J4	HAEMATOLOGY	24,509	1,591	6.5
J5	IMMUNOLOGY	378	38	10.1
R1	CHIROPODY/PODIATRY	63,599	3,975	6.3
R2	CLINICAL PSYCHOLOGY	14,219	2,000	14.1
R3	DIETETICS	31,683	4,551	14.4
R4	OCCUPATIONAL THERAPY	7,657	397	5.2
R5	PHYSIOTHERAPY	201,699	16,111	8.0
R6	SPEECH AND LANGUAGE THERAPY	18,904	2,112	11.2
R7	AMBULANCEMEN/WOMEN - ACCIDENT & EMERGENCY	8,254	30	0.4
R82	AUDIOMETRY	40,715	3,160	7.8
R9	MEDICAL PHYSICS	7,638	414	5.4
RC	DENTAL HYGIENE	684	43	6.3
RF2	ORTHOTICS	13,242	1,063	8.0
RJ	ORTHOPTICS	14,144	2,263	16.0
RM	MEDICAL PHOTOGRAPHY	542	65	12.0
T1	GENERAL NURSING	176,058	14,169	8.0
T2	MIDWIFERY	78,792	4,823	6.1
T5	COMMUNITY NURSING (DISTRICT NURSING)	1,620	201	12.4
XNA	NOT AVAILABLE	3,591	94	2.6