

Date 22 September 2026
Your Ref
Our Ref 11856

Enquiries to Richard Mutch
Extension 35687
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Dear

FREEDOM OF INFORMATION – MISSED APPOINTMENTS

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

Question:

For financial years 2023/24, 2024/25, 2025/26 and 2026/27 to date, broken down by year:

1. How many missed outpatient appointments were recorded by the NHS board?
 - a. Please break these appointments down by intended centre of attendance
 - b. Please also break these down by type of appointment (i.e. type of procedure being carried out)
2. How many outpatient appointments were booked as a whole across the NHS board area?
 - a. Please also break these down by centre of attendance
 - b. Please also break these down by type of appointment (i.e. type of procedure being carried out)

Answer:

Please see enclosed spreadsheet.

To protect the identity of the individuals involved any figure of 5 or less has not been shown in the table above. Since we do not have their consent to release this data from their records, the information is exempt under section 38(1)(b) of the Freedom of Information (Scotland) Act i.e. to provide it would breach the Data Protection Act (2018).

Question:

3. What is the average cost of a missed appointment to the board? How is this calculated?

Answer:

This is taken from the Patient Level Information and Costing Systems (PLICS) model.

- 2023/24 £19 per Did Not Attend (DNA)
- 2024/25 £20 per DNA
- 2025/26 £19 per DNA – 25/26 is potentially subject to change as the Cost Book deadline is 31st October for submission and February for publication so this might be amended as part of the Cost Book data quality processes.

Calculation is based on an observational study across a number of outpatient departments and the time consumed when a patient does not attend.

Each year there are c. 200,000 DNAs and the total cost of these is just under £4m per year.

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.

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.nhsllothian.scot/FOI/Pages/default.aspx>

Yours sincerely

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

Table showing APPOINTMENTS NOT ATTENDED by HOSPITAL and FINANCIAL YEAR

HOSPITAL	2023/24	2024/25	2025/26	2026/27	Total
Total	209900	199830	202968	67331	680029
null	1100	910	1007	309	3326
10 CHALMERS CRESCENT	0	0	0	0	0
165A LEITH HV CORPORATE	0	0	0	0	0
ABBHEYHILL PRIMARY SCHOOL	0	0	0	0	0
ABERDEEN ROYAL INFIRMARY	8	5<	5<	5<	17
ABILITY CENTRE SUPPORT SERVICE	5<	5<	20	5<	29
ACCESS PRACTICE, EDINBURGH	5<	0	0	0	5<
ADDIWELL CLINIC	0	0	0	0	0
ALLERMUIR HEALTH CENTRE	988	834	748	273	2843
ARMADALE ACADEMY	0	0	0	0	0
ARMADALE COMMUNITY HEALTH / ARMADALE CLINIC	102	481	331	145	1059
ARMADALE COMMUNITY HEALTH CLINIC	38	62	50	11	161
ARMADALE PRIMARY SCHOOL	0	0	0	0	0
ARMADALE SURGERY	112	85	132	31	360
ARROCHAR HOUSE	0	0	0	0	0
ASHGROVE HEALTH CENTRE	0	5<	7	5<	12
ASTLEY AINSLIE HOSPITAL	4875	5644	4794	1585	16898
BALLENDEN HOUSE	1563	1407	1507	478	4955
BANGHOLM MEDICAL CENTRE	0	0	0	0	0
BARONSCOURT SURGERY	9	16	20	6	51
BATHGATE ACADEMY	0	0	0	0	0
BATHGATE HOUSE DAY HOSPITAL	240	396	458	216	1310
BATHGATE PRIMARY CARE CENTRE	1720	2867	2990	732	8309
BEATLIE SCHOOL CAMPUS	149	185	199	64	597
BELHAVEN HOSPITAL	175	9	0	0	184
BLACKBURN HEALTH CENTRE	81	62	83	16	242
BLACKBURN PARTNERSHIP CENTRE	181	474	578	152	1385
BLACKHALL MEDICAL CENTRE	5<	5<	9	0	15
BLACKRIDGE HEALTH CENTRE	23	12	11	5<	50
BOGHALL CLINIC	19	329	236	73	657
BONNYRIGG DENTAL CENTRE	708	482	461	178	1829
BONNYRIGG PRIMARY CARE CENTRE (OLD HEALTH CENTRE)	0	0	0	0	0
BONNYRIGG PRIMARY SCHOOL	0	0	0	0	0
BORDERS GENERAL HOSPITAL	0	0	0	0	0
BRAIDBURN SCHOOL	32	58	48	16	154
BRAIDS MEDICAL PRACTICE	0	0	0	0	0
CALDERWOOD PRIMARY SCHOOL, EAST CALDER	0	0	0	0	0
CAMBRIDGE STREET HOUSE	1227	1562	1905	560	5254
CAPTAINS ROAD SOCIAL WORK CENTRE	0	0	0	0	0

Table showing APPOINTMENTS NOT ATTENDED by APPOINTMENT TYPE and FINANCIAL YE

TYPE	2023/24	2024/25	2025/26	2026/27	Total
Total	209900	199830	202968	67331	680029
NEW	60799	59677	64412	21366	206254
OTHER	10971	8802	10785	3544	34102
RETURN	138130	131351	127771	42421	439673

CARMONDEAN HEALTH CENTRE	303	520	573	231	1627
CARMONDEAN PRIMARY SCHOOL	0	0	0	0	0
CGL BATHGATE	41	38	45	24	148
CGL EDINBURGH	5<	29	44	17	92
CHALMERS DENTAL CENTRE	0	63	11	0	74
CHALMERS HOSPITAL	117	100	112	41	370
CHALMERS SEXUAL HEALTH CENTRE	453	802	708	209	2172
CLIFTON HALL SCHOOL	0	0	0	0	0
COCKENZIE & PORT SETON HEALTH CENTRE	9	45	37	12	103
COLINTON SURGERY	0	0	0	0	0
CONAN DOYAL MEDICAL CENTRE	649	810	451	39	1949
CORSTORPHINE HOSPITAL	0	0	0	0	0
COVID VACCINATION AAH	0	0	0	0	0
COVID VACCINATION AR RIE	0	0	0	0	0
COVID VACCINATION ELCH	0	0	0	0	0
COVID VACCINATION MCH	0	0	0	0	0
COVID VACCINATION REH	0	0	0	0	0
COVID VACCINATION RHSC	0	0	0	0	0
COVID VACCINATION RIE/CYP	0	0	0	0	0
COVID VACCINATION ROYAL HIGHLAND CENTRE	0	0	0	0	0
COVID VACCINATION SIGHTHILL	0	0	0	0	0
COVID VACCINATION SJH	0	0	0	0	0
COVID VACCINATION STRATHBROCK PC	0	0	0	0	0
COVID VACCINATION WGH	0	0	0	0	0
COVID-19 VACCINATION	0	0	0	0	0
CRAIGHALL CENTRE	0	31	108	36	175
CRAIGLOCKHART MEDICAL GROUP H/V TEAM	0	0	0	0	0
CRAIGMILLAR MEDICAL CENTRE	375	613	450	142	1580
CRAIGROYSTON CLINIC	2151	2648	2620	922	8341
CRAIGROYSTON PRIMARY SCHOOL	0	0	0	0	0
CRAIGSHILL HEALTH CENTRE	64	184	315	90	653
CRAMOND MEDICAL CENTRE	5<	0	0	0	5<
CREWE MEDICAL CENTRE	40	29	38	12	119
CROSSHOUSE HOSPITAL	5<	5<	5<	5<	9
DALKEITH HEALTH CENTRE	976	1391	1116	325	3808
DANDERHALL HUB	117	93	47	15	272
DANDERHALL MEDICAL PRACTICE	18	10	19	8	55
DAVIDSON'S MAINS MEDICAL GROUP	10	5<	7	0	21
DEDRIDGE HEALTH CENTRE	151	226	212	144	733
DISTRICT NURSING	0	0	0	0	0
DRUG TREATMENT AND TESTING ORDER EDINBURGH (DTTO)	83	5<	5<	0	88
DUNBAR MEDICAL CENTRE	235	315	398	144	1092
DUNCAN STREET DENTAL CENTRE	622	490	566	186	1864

DURHAM ROAD MEDICAL GROUP	6	9	11	9	35
EAST CALDER HEALTH CENTRE	150	135	185	111	581
EAST CRAIG AND PARK GROVE PRACTICE	27	20	11	8	66
EAST CRAIGS PRIMARY SCHOOL	0	0	0	0	0
EAST LINTON SURGERY	0	0	0	0	0
EAST LOTHIAN COMMUNITY HOSPITAL	8641	8561	8368	2924	28494
EASTFIELD MEDICAL CENTRE	1078	1084	927	350	3439
EDINBURGH COMMUNITY PHYSIOTHERAPY SERVICES	0	0	0	0	0
EDINBURGH DENTAL INSTITUTE	3541	3100	2891	953	10485
EDINBURGH SHERIFF COURT	0	5<	0	0	5<
EDINBURGH UNIVERSITY	0	0	0	0	0
EDINGTON HOSPITAL	221	468	458	206	1353
ELIBURN ADULT DAY SERVICES	0	0	5<	5<	7
ELLEN'S GLEN COMMUNITY HOSPITAL	0	5<	49	40	93
ENJOY LEISURE - LOCH CENTRE	0	10	43	5<	54
ERIC LIDDELL CENTRE	0	0	0	0	0
ERSKINE HOUSE - VETERANS 1ST POINT	286	271	0	10	567
FAULDHOUSE PARTNERSHIP CENTRE	175	359	86	81	701
FERNIEHILL SURGERY	0	0	0	0	0
FERRYFIELD COMMUNITY HOSPITAL	0	0	0	0	0
FINDLAY COMMUNITY HOSPITAL	0	0	0	0	0
FORTH VALLEY ROYAL HOSPITAL	0	5<	0	0	5<
FOUNTAINBRIDGE LIBRARY BUILDING	265	318	326	108	1017
GARTNAVEL GENERAL HOSPITAL	5<	5<	6	5<	15
GLASGOW ROYAL INFIRMARY	26	16	32	5<	75
GOLDEN JUBILEE NATIONAL HOSPITAL	16	39	38	5<	95
GP SURGERY	0	0	0	0	0
GRACEMOUNT MEDICAL CENTRE	1008	1502	1868	686	5064
GULLANE MEDICAL GROUP	17	21	9	5<	49
GYLEMUIR COMMUNITY HOSPITAL	0	0	0	0	0
HAIRMYRES HOSPITAL	6	5<	5<	5<	13
HERDMANFLAT HOSPITAL	0	0	0	0	0
HMP ADDIEWELL	495	535	757	214	2001
HMP EDINBURGH	580	695	1148	342	2765
HOLYROOD HUB	106	101	60	19	286
HOSPITAL AT HOME - EAST LOTHIAN	0	0	0	0	0
HOSPITAL AT HOME - EDINBURGH	0	0	0	0	0
HOSPITAL AT HOME - MIDLOTHIAN	0	0	0	0	0
HOSPITAL AT HOME - WEST LOTHIAN	0	0	0	0	0
HOWDEN HEALTH CENTRE	1052	1203	992	458	3705
INCHKEITH HOUSE	2334	2258	2594	892	8078
INCHPARK SURGERY	5<	15	10	5<	34
KAIMES SCHOOL	0	5<	0	0	5<

KIRKLISTON HEALTH CENTRE	20	10	19	9	58
LAURISTON BUILDING	8100	8071	10108	3174	29453
LEITH COMMUNITY TREATMENT CENTRE	5881	5583	5358	1621	18443
LEITH MOUNT SURGERY	22	26	19	5<	68
LIBERTON HOSPITAL	129	161	104	0	394
LIBERTON MEDICAL GROUP	5<	22	13	5<	43
LINKS MEDICAL CENTRE	23	20	7	7	57
LINLITHGOW HEALTH CENTRE	189	262	181	124	756
LOANHEAD CLINIC	60	85	120	0	265
LOANHEAD LEISURE CENTRE	81	101	5<	0	184
LOANHEAD MEDICAL PRACTICE	19	24	19	16	78
MACKENZIE MEDICAL CENTRE	0	0	0	0	0
MARCHHALL HOUSE	0	0	0	0	0
MAYBURY MEDICAL PRACTICE	0	0	7	5<	8
MAYFIELD FAMILY LEARNING CENTRE	0	6	0	0	6
MCSENCE BUSINESS ENTERPRISE PARK	0	0	0	0	0
MENTAL HEALTH ACT - EXTERNAL HOSPITAL	0	0	0	0	0
MENTAL HEALTH SERVICES	17824	3341	951	309	22425
MIDLOTHIAN COMMUNITY HOSPITAL	845	2274	2864	781	6764
MILL LANE SURGERY	19	10	26	5<	60
MOORE HOUSE SCHOOL	0	0	0	0	0
MOUNTCASTLE HEALTH CENTRE	1798	1412	1383	493	5086
MUIRESTON MEDICAL PRACTICE	12	22	22	9	65
MUIRHOUSE MEDICAL GROUP	44	83	54	20	201
MURRAYFIELD	12	26	6	5<	45
MURRAYFIELD MEDICAL PRACTICE	9	6	13	5<	30
MURRAYFIELD PRIMARY SCHOOL	0	0	0	0	0
MUSSELBURGH GRAMMAR SCHOOL	0	0	0	0	0
MUSSELBURGH PRIMARY CARE CENTRE	3238	5006	4443	1534	14221
MUSSELBURGH SPORTS CENTRE	0	5<	40	15	58
NE RECOVERY HUB - LEITH	363	1927	2088	708	5086
NEW BONNYRIGG HEALTH CENTRE	884	1473	1708	510	4575
NEWBATTLE COMMUNITY CAMPUS	9	5<	0	0	14
NEWBATTLE MEDICAL GROUP PRACTICE	483	591	917	327	2318
NEWBYRES MEDICAL GROUP	44	242	240	77	603
NEWINGTON SURGERY	0	0	0	0	0
NEWTONGRANGE LEISURE CENTRE	114	159	91	27	391
NHS Lothian	565	754	1561	566	3446
NHS Lothian Near Me	1584	328	53	29	1994
NINEWELLS HOSPITAL	14	14	22	5<	55
NORTH BERWICK HEALTH CENTRE	34	36	16	0	86
NORTH BERWICK SPORTS CENTRE	0	0	32	6	38
NUFFIELD HEALTH EDINBURGH HOSPITAL	18	5<	0	0	20

NUMBER 11	2100	3101	3765	1241	10207
OAKLANDS SCHOOL	18	5<	5<	5<	29
OCEAN TERMINAL	11	67	82	46	206
OGILVIE SCHOOL CAMPUS	5<	5<	5<	0	11
OLD ROYAL INFIRMARY OF EDINBURGH	0	0	0	0	0
OPRA - LEITH CTC	0	0	0	0	0
OPTICAL EXPRESS EDINBURGH HAYMARKET	12	0	0	0	12
ORMISTON MEDICAL PRACTICE	15	12	8	5<	39
OUTWITH LOTHIAN	0	0	0	0	0
PARKGROVE MEDICAL CENTRE	474	405	334	99	1312
PATHHEAD MEDICAL PRACTICE	65	57	47	21	190
PENICUIK HEALTH CENTRE	575	532	680	197	1984
PENICUIK LEISURE CENTRE	24	26	35	8	93
PENNYWELL ALL CARE CENTRE	3718	3699	3919	1296	12632
PENTLAND COMMUNITY CENTRE	48	58	23	18	147
PENTLAND MEDICAL CENTRE	266	249	209	46	770
PILTON COMMUNITY HEALTH PROJECT	0	0	63	0	63
PINEWOOD SCHOOL	15	9	8	0	32
PODIATRY COMMUNITY CLINICS	0	0	0	0	0
PODIATRY DOMICILIARY SERVICE	0	0	0	0	0
PORT SETON COMMUNITY CENTRE	63	46	37	7	153
PORTOBELLO HEALTH CENTRE	8	15	11	7	41
PRESTONPANS HEALTH CENTRE	36	90	237	66	429
PRINCESS ALEXANDRA EYE PAVILION	9231	4325	5505	2397	21458
PROSPECT BANK SCHOOL	0	0	0	0	0
QUEEN ELIZABETH UNIVERSITY HOSPITAL	29	19	13	7	68
QUEEN MARGARET HOSPITAL	103	37	27	7	174
RAIGMORE HOSPITAL	9	5<	7	5<	25
RANNOCH COMMUNITY CENTRE	0	0	0	0	0
RATHO HEALTH CENTRE	5<	8	5<	0	15
RESTALRIG PARK MEDICAL CENTRE	7	22	18	6	53
RIVERSIDE PRACTICE - ESK MEDICAL CENTRE	0	0	0	0	0
ROSLIN HEALTH CENTRE	67	112	25	0	204
ROYAL ABERDEEN CHILDREN'S HOSPITAL	0	0	0	0	0
ROYAL EDINBURGH HOSPITAL	5800	6806	5604	1924	20134
ROYAL HOSPITAL FOR CHILDREN AND YOUNG PEOPLE	9802	10945	10575	3416	34738
ROYAL HOSPITAL FOR CHILDREN GLASGOW	44	47	60	19	170
ROYAL HOSPITAL FOR SICK CHILDREN	0	0	0	0	0
ROYAL INFIRMARY OF EDINBURGH	29856	26868	26930	8799	92453
ROYAL MILE PRIMARY SCHOOL	0	0	0	0	0
ROYAL VICTORIA BUILDING	0	0	0	0	0
ROYSTON WARDIEBURN COMMUNITY CENTRE	5<	0	0	0	5<
S E SCOTLAND BREAST SCREENING CENTRE	164	142	129	6	441

SALTERSGATE SCHOOL	30	42	22	14	108
SHAWFAIR PARK HOSPITAL	14	5<	0	0	16
SIGHTHILL CHILD AND FAMILY CENTRE	0	0	5<	0	5<
SIGHTHILL HEALTH CENTRE	3695	3895	3322	1234	12146
SIMPSON MEMORIAL MATERNITY PAVILLION	0	0	0	0	0
SLATEFORD MEDICAL CENTRE	1752	1525	1339	328	4944
SLATEFORD/SPRINGWELL HV CORPORATE	0	0	0	0	0
SOUTH QUEENSFERRY HEALTH CENTRE	530	390	377	107	1404
SOUTHFIELD MEDICAL PRACTICE	0	0	0	0	0
SPITTAL STREET CENTRE	331	1516	1779	672	4298
SPRINGWELL HOUSE	0	0	0	0	0
ST COLUMBA'S HOSPICE CARE	0	0	0	0	0
ST CRISPIN'S SCHOOL	0	0	0	0	0
ST JOHN'S HOSPITAL AT HOWDEN	26490	24954	25994	8814	86252
ST JOHN'S RC PRIMARY SCHOOL	0	0	0	0	0
ST MICHAEL'S HOSPITAL	0	0	0	0	0
ST TRIDUANA'S MEDICAL PRACTICE	35	31	29	8	103
STOCKBRIDGE HEALTH CENTRE	657	710	580	180	2127
STRATHBROCK PARTNERSHIP CENTRE	1245	1667	1526	458	4896
SUMMERSIDE SURGERY	19	5<	5<	5<	28
THE ACCESS PLACE	0	10	74	25	109
THE ESK CENTRE	1440	2341	2638	754	7173
THE FRASER CENTRE	34	53	40	12	139
THE GYLE CENTRE	20	16	449	10	495
THE LONG HOUSE SURGERY	5<	10	7	7	25
THE ROYAL BLIND SCHOOL	0	0	0	0	0
THE SALVATION ARMY - NIDDRY	0	50	49	36	135
THE WILLOWS - THE CRICHTON TRUST	0	0	0	0	0
TOLLCROSS HEALTH CENTRE	1252	1412	1368	531	4563
TOLLCROSS HV - TOLLCROSS	0	0	0	0	0
TORRIDON HOUSE	0	0	170	53	223
TRANENT MEDICAL PRACTICE	159	238	357	105	859
VICTORIA HOSPITAL (FIFE)	0	5<	8	5<	15
WAVERLEY GATE	28	0	0	0	28
WAVERLEY MALL	7	20	592	70	689
WEST CALDER MEDICAL CENTRE	319	232	233	58	842
WEST END MEDICAL PRACTICE (ST MARY'S)	16	5<	17	0	36
WEST LOTHIAN CIVIC CENTRE	72	310	85	82	549
WEST PILTON GARDENS SOCIAL WORK CENTRE	0	0	0	0	0
WESTER HAILES HEALTH CENTRE	9	0	0	0	9
WESTER HAILES HEALTHY LIVING CENTRE	1868	3521	3475	1196	10060
WESTERN GENERAL HOSPITAL	23943	20762	21792	7163	73660
WHINPARK MEDICAL CENTRE	32	8	15	10	65

WHITBURN HEALTH CENTRE	679	788	894	321	2682
WHITBURN HOUSE	0	0	0	0	0
WILLOW GROVE HOUSE	325	365	435	115	1240
WINCHBURGH HEALTH CENTRE	35	58	38	44	175
WOMAN'S JUSTICE CENTRE	31	20	49	16	116
XCITE BATHGATE LEISURE CENTRE	5<	0	0	0	5<
XCITE CRAIGSWOOD LEISURE CENTRE	5<	0	0	0	5<
XCITE LINLITHGOW LEISURE CENTRE	5<	5<	0	0	7
XCITE WINCHBURGH SPORT AND WELLBEING HUB	0	0	0	0	0

Table showing TOTAL APPOINTMENTS by HOSPITAL and FINANCIAL YEAR

HOSPITAL	2023/24	2024/25	2025/26	2026/27	Total
Total	3381794	3379265	3440294	1185655	11387008
null	16756	17760	16979	5549	57044
10 CHALMERS CRESCENT	0	0	0	0	0
165A LEITH HV CORPORATE	0	0	0	0	0
ABBIEHILL PRIMARY SCHOOL	0	0	0	0	0
ABERDEEN ROYAL INFIRMARY	167	151	128	40	486
ABILITY CENTRE SUPPORT SERVICE	31	29	91	16	167
ACCESS PRACTICE, EDINBURGH	5<	5<	0	5<	5<
ADDIWELL CLINIC	0	0	0	0	0
ALLERMUIR HEALTH CENTRE	24276	25508	26533	9217	85534
ARMADALE ACADEMY	0	0	0	0	0
ARMADALE COMMUNITY HEALTH / ARMADALE CLINIC	339	1296	1155	547	3337
ARMADALE COMMUNITY HEALTH CLINIC	616	935	773	240	2564
ARMADALE PRIMARY SCHOOL	0	0	0	0	0
ARMADALE SURGERY	954	1247	1378	355	3934
ARROCHAR HOUSE	0	0	0	0	0
ASHGROVE HEALTH CENTRE	0	63	138	29	230
ASTLEY AINSLIE HOSPITAL	55305	59503	49145	16217	180170
BALLENDEEN HOUSE	13575	15297	15689	5443	50004
BANGHOLM MEDICAL CENTRE	5<	5<	5<	5<	5<
BARONSCOURT SURGERY	436	483	451	193	1563
BATHGATE ACADEMY	0	0	0	0	0
BATHGATE HOUSE DAY HOSPITAL	2303	3943	3500	1821	11567
BATHGATE PRIMARY CARE CENTRE	19088	26243	26258	8298	79887
BEATLIE SCHOOL CAMPUS	2147	2652	3039	1007	8845
BELHAVEN HOSPITAL	1624	195	0	0	1819
BLACKBURN HEALTH CENTRE	867	1007	1394	585	3853
BLACKBURN PARTNERSHIP CENTRE	1544	2595	2828	851	7818
BLACKHALL MEDICAL CENTRE	285	284	305	28	902
BLACKRIDGE HEALTH CENTRE	695	619	465	143	1922
BOGHALL CLINIC	565	4317	3132	934	8948
BONNYRIGG DENTAL CENTRE	6375	4925	5457	2053	18810
BONNYRIGG PRIMARY CARE CENTRE (OLD HEALTH CENTRE)	0	0	0	0	0
BONNYRIGG PRIMARY SCHOOL	0	0	0	0	0
BORDERS GENERAL HOSPITAL	5<	0	0	0	5<
BRAIDBURN SCHOOL	983	891	878	259	3011
BRAIDS MEDICAL PRACTICE	0	0	0	0	0
CALDERWOOD PRIMARY SCHOOL, EAST CALDER	0	0	0	0	0
CAMBRIDGE STREET HOUSE	11129	13651	15237	5231	45248
CAPTAINS ROAD SOCIAL WORK CENTRE	0	0	0	0	0
CARMONDEAN HEALTH CENTRE	6337	7801	6760	2300	23198
CARMONDEAN PRIMARY SCHOOL	0	0	0	0	0

Table showing TOTAL APPOINTMENTS by APPOINTMENT TYPE and FINANCIAL YEAR

TYPE	2023/24	2024/25	2025/26	2026/27	Total
Total	3381794	3379265	3440294	1185655	11387008
NEW	967397	954060	995453	355385	3272295
OTHER	467596	451204	489936	170627	1579363
RETURN	1946801	1974001	1954905	659643	6535350

CGL BATHGATE	110	99	80	41	330
CGL EDINBURGH	34	177	334	137	682
CHALMERS DENTAL CENTRE	0	390	135	0	525
CHALMERS HOSPITAL	1192	1215	1373	312	4092
CHALMERS SEXUAL HEALTH CENTRE	10730	14861	14539	4599	44729
CLIFTON HALL SCHOOL	0	0	0	0	0
COCKENZIE & PORT SETON HEALTH CENTRE	629	903	789	282	2603
COLINTON SURGERY	0	0	0	0	0
CONAN DOYAL MEDICAL CENTRE	11746	13068	7803	1116	33733
CORSTORPHINE HOSPITAL	0	0	0	0	0
COVID VACCINATION AAH	0	0	0	0	0
COVID VACCINATION AR RIE	0	0	0	0	0
COVID VACCINATION ELCH	0	0	0	0	0
COVID VACCINATION MCH	0	0	0	0	0
COVID VACCINATION REH	0	0	0	0	0
COVID VACCINATION RHSC	0	0	0	0	0
COVID VACCINATION RIE/CYP	0	0	0	0	0
COVID VACCINATION ROYAL HIGHLAND CENTRE	0	0	0	0	0
COVID VACCINATION SIGHTHILL	0	0	0	0	0
COVID VACCINATION SJH	0	0	0	0	0
COVID VACCINATION STRATHBROCK PC	0	0	0	0	0
COVID VACCINATION WGH	0	0	0	0	0
COVID-19 VACCINATION	0	0	0	0	0
CRAIGHALL CENTRE	0	1410	3983	1479	6872
CRAIGLOCKHART MEDICAL GROUP H/V TEAM	0	0	0	0	0
CRAIGMILLAR MEDICAL CENTRE	4888	5704	5204	1829	17625
CRAIGROYSTON CLINIC	19157	24114	22894	8344	74509
CRAIGROYSTON PRIMARY SCHOOL	0	0	0	0	0
CRAIGSHILL HEALTH CENTRE	1121	1497	1725	474	4817
CRAMOND MEDICAL CENTRE	136	5<	5<	0	139
CREWE MEDICAL CENTRE	724	725	678	239	2366
CROSSHOUSE HOSPITAL	61	52	59	23	195
DALKEITH HEALTH CENTRE	14307	13417	11256	3667	42647
DANDERHALL HUB	770	891	668	239	2568
DANDERHALL MEDICAL PRACTICE	539	664	654	229	2086
DAVIDSON'S MAINS MEDICAL GROUP	402	453	333	34	1222
DEDRIDGE HEALTH CENTRE	1403	1795	1955	980	6133
DISTRICT NURSING	0	0	0	0	0
DRUG TREATMENT AND TESTING ORDER EDINBURGH (DTTO)	262	11	6	0	279
DUNBAR MEDICAL CENTRE	4179	6962	9432	3238	23811
DUNCAN STREET DENTAL CENTRE	6938	5782	7102	2505	22327
DURHAM ROAD MEDICAL GROUP	363	394	290	130	1177
EAST CALDER HEALTH CENTRE	2755	2771	4072	1755	11353
EAST CRAIG AND PARK GROVE PRACTICE	725	1018	832	373	2948
EAST CRAIGS PRIMARY SCHOOL	0	0	0	0	0

EAST LINTON SURGERY	0	0	0	0	0
EAST LOTHIAN COMMUNITY HOSPITAL	180546	180906	184233	61991	607676
EASTFIELD MEDICAL CENTRE	14312	12129	8988	3547	38976
EDINBURGH COMMUNITY PHYSIOTHERAPY SERVICES	0	0	0	0	0
EDINBURGH DENTAL INSTITUTE	47992	45935	43295	14463	151685
EDINBURGH SHERIFF COURT	784	946	982	305	3017
EDINBURGH UNIVERSITY	0	0	190	0	190
EDINGTON HOSPITAL	5325	8171	10314	4160	27970
ELIBURN ADULT DAY SERVICES	87	41	78	22	228
ELLEN'S GLEN COMMUNITY HOSPITAL	0	133	1514	1829	3476
ENJOY LEISURE - LOCH CENTRE	0	95	330	23	448
ERIC LIDDELL CENTRE	0	0	0	0	0
ERSKINE HOUSE - VETERANS 1ST POINT	2497	2472	14	87	5070
FAULDHOUSE PARTNERSHIP CENTRE	1165	1637	1309	788	4899
FERNIEHILL SURGERY	0	0	39	84	123
FERRYFIELD COMMUNITY HOSPITAL	0	0	0	0	0
FINDLAY COMMUNITY HOSPITAL	0	0	0	0	0
FORTH VALLEY ROYAL HOSPITAL	52	24	5<	0	77
FOUNTAINBRIDGE LIBRARY BUILDING	2773	4273	4200	1259	12505
GARTNAVEL GENERAL HOSPITAL	90	75	90	56	311
GLASGOW ROYAL INFIRMARY	183	231	254	55	723
GOLDEN JUBILEE NATIONAL HOSPITAL	248	392	385	50	1075
GP SURGERY	0	0	0	0	0
GRACEMOUNT MEDICAL CENTRE	11630	14581	26046	9386	61643
GULLANE MEDICAL GROUP	235	339	317	94	985
GYLEMUIR COMMUNITY HOSPITAL	0	0	0	0	0
HAIRMYRES HOSPITAL	113	111	111	28	363
HERDMANFLAT HOSPITAL	0	0	0	0	0
HMP ADDIEWELL	2270	2612	3196	855	8933
HMP EDINBURGH	2994	3792	5303	1468	13557
HOLYROOD HUB	240	238	172	38	688
HOSPITAL AT HOME - EAST LOTHIAN	0	0	0	0	0
HOSPITAL AT HOME - EDINBURGH	0	0	0	0	0
HOSPITAL AT HOME - MIDLOTHIAN	0	0	0	0	0
HOSPITAL AT HOME - WEST LOTHIAN	0	0	0	0	0
HOWDEN HEALTH CENTRE	13369	17874	15965	5129	52337
INCHKEITH HOUSE	27698	29018	29204	10132	96052
INCHPARK SURGERY	60	336	304	104	804
KAIMES SCHOOL	0	8	0	0	8
KIRKLISTON HEALTH CENTRE	679	673	762	276	2390
LAURISTON BUILDING	159411	160222	192222	65329	577184
LEITH COMMUNITY TREATMENT CENTRE	81954	86038	86325	28097	282414
LEITH MOUNT SURGERY	600	616	612	286	2114
LIBERTON HOSPITAL	4737	6165	4496	0	15398
LIBERTON MEDICAL GROUP	94	556	621	162	1433

LINKS MEDICAL CENTRE	437	450	340	134	1361
LINLITHGOW HEALTH CENTRE	4264	5719	4890	2187	17060
LOANHEAD CLINIC	209	412	779	0	1400
LOANHEAD LEISURE CENTRE	956	365	20	0	1341
LOANHEAD MEDICAL PRACTICE	750	860	234	259	2103
MACKENZIE MEDICAL CENTRE	5<	0	5<	5<	5<
MARCHHALL HOUSE	0	0	0	0	0
MAYBURY MEDICAL PRACTICE	0	5<	409	190	601
MAYFIELD FAMILY LEARNING CENTRE	0	58	7	0	65
MCSENCE BUSINESS ENTERPRISE PARK	5<	0	0	0	5<
MENTAL HEALTH ACT - EXTERNAL HOSPITAL	0	0	0	0	0
MENTAL HEALTH SERVICES	196403	99136	25571	7549	328659
MIDLOTHIAN COMMUNITY HOSPITAL	27110	34281	36918	15039	113348
MILL LANE SURGERY	368	327	332	65	1092
MOORE HOUSE SCHOOL	0	0	0	0	0
MOUNTCASTLE HEALTH CENTRE	25196	22131	23687	8307	79321
MUIRESTON MEDICAL PRACTICE	627	544	636	195	2002
MUIRHOUSE MEDICAL GROUP	1344	1320	1269	327	4260
MURRAYFIELD	335	285	416	201	1237
MURRAYFIELD MEDICAL PRACTICE	976	928	930	303	3137
MURRAYFIELD PRIMARY SCHOOL	0	0	0	0	0
MUSSELBURGH GRAMMAR SCHOOL	0	0	0	0	0
MUSSELBURGH PRIMARY CARE CENTRE	52325	63323	59499	20899	196046
MUSSELBURGH SPORTS CENTRE	0	147	569	212	928
NE RECOVERY HUB - LEITH	1443	7240	7758	2408	18849
NEW BONNYRIGG HEALTH CENTRE	12058	21646	28976	9659	72339
NEWBATTLE COMMUNITY CAMPUS	56	40	0	0	96
NEWBATTLE MEDICAL GROUP PRACTICE	5570	6971	9123	3100	24764
NEWBYRES MEDICAL GROUP	872	2178	2618	880	6548
NEWINGTON SURGERY	0	0	0	0	0
NEWTONGRANGE LEISURE CENTRE	1476	1447	1161	292	4376
NHS Lothian	16700	29378	61021	20981	128080
NHS Lothian Near Me	8857	3335	920	217	13329
NINEWELLS HOSPITAL	435	392	344	75	1246
NORTH BERWICK HEALTH CENTRE	637	617	413	152	1819
NORTH BERWICK SPORTS CENTRE	0	0	179	52	231
NUFFIELD HEALTH EDINBURGH HOSPITAL	1096	16	0	0	1112
NUMBER 11	16742	24453	25953	8588	75736
OAKLANDS SCHOOL	402	330	302	82	1116
OCEAN TERMINAL	23107	17624	7366	3751	51848
OGILVIE SCHOOL CAMPUS	46	49	37	0	132
OLD ROYAL INFIRMARY OF EDINBURGH	0	0	0	0	0
OPRA - LEITH CTC	0	0	0	0	0
OPTICAL EXPRESS EDINBURGH HAYMARKET	582	0	0	0	582
ORMISTON MEDICAL PRACTICE	516	532	495	197	1740

OUTWITH LOTHIAN	0	0	0	0	0
PARKGROVE MEDICAL CENTRE	6584	6392	5783	2138	20897
PATHHEAD MEDICAL PRACTICE	359	383	367	122	1231
PENICUIK HEALTH CENTRE	7204	8536	7367	2587	25694
PENICUIK LEISURE CENTRE	344	378	468	72	1262
PENNYWELL ALL CARE CENTRE	46346	47183	50182	17682	161393
PENTLAND COMMUNITY CENTRE	376	748	614	190	1928
PENTLAND MEDICAL CENTRE	4826	3972	3982	1180	13960
PILTON COMMUNITY HEALTH PROJECT	0	0	158	0	158
PINEWOOD SCHOOL	122	83	77	14	296
PODIATRY COMMUNITY CLINICS	0	0	0	0	0
PODIATRY DOMICILIARY SERVICE	0	0	0	0	0
PORT SETON COMMUNITY CENTRE	655	668	421	129	1873
PORTOBELLO HEALTH CENTRE	409	518	496	205	1628
PRESTONPANS HEALTH CENTRE	757	2950	5996	2051	11754
PRINCESS ALEXANDRA EYE PAVILION	120910	75649	90706	39381	326646
PROSPECT BANK SCHOOL	0	0	0	0	0
QUEEN ELIZABETH UNIVERSITY HOSPITAL	210	178	156	46	590
QUEEN MARGARET HOSPITAL	3363	1573	1472	435	6843
RAIGMORE HOSPITAL	153	126	127	53	459
RANNOCH COMMUNITY CENTRE	190	276	136	31	633
RATHO HEALTH CENTRE	274	261	247	108	890
RESTALRIG PARK MEDICAL CENTRE	397	379	431	142	1349
RIVERSIDE PRACTICE - ESK MEDICAL CENTRE	0	0	0	0	0
ROSLIN HEALTH CENTRE	226	595	119	0	940
ROYAL ABERDEEN CHILDREN'S HOSPITAL	0	0	0	0	0
ROYAL EDINBURGH HOSPITAL	61962	70279	76306	25377	233924
ROYAL HOSPITAL FOR CHILDREN AND YOUNG PEOPLE	136234	146283	141490	47776	471783
ROYAL HOSPITAL FOR CHILDREN GLASGOW	987	791	963	325	3066
ROYAL HOSPITAL FOR SICK CHILDREN	10	5<	0	0	11
ROYAL INFIRMARY OF EDINBURGH	575428	573702	587194	199064	1935388
ROYAL MILE PRIMARY SCHOOL	0	0	0	0	0
ROYAL VICTORIA BUILDING	0	0	0	0	0
ROYSTON WARDIEBURN COMMUNITY CENTRE	36	0	0	0	36
S E SCOTLAND BREAST SCREENING CENTRE	2183	1818	1914	111	6026
SALTERSGATE SCHOOL	658	672	481	95	1906
SHAWFAIR PARK HOSPITAL	844	155	0	0	999
SIGHTHILL CHILD AND FAMILY CENTRE	6	5<	11	0	19
SIGHTHILL HEALTH CENTRE	44622	46003	45754	16250	152629
SIMPSON MEMORIAL MATERNITY PAVILLION	0	0	0	0	0
SLATEFORD MEDICAL CENTRE	25563	22900	20968	6721	76152
SLATEFORD/SPRINGWELL HV CORPORATE	0	0	0	0	0
SOUTH QUEENSFERRY HEALTH CENTRE	6618	5375	5352	1752	19097
SOUTHFIELD MEDICAL PRACTICE	0	0	0	0	0
SPITTAL STREET CENTRE	1167	6183	7718	2972	18040

SPRINGWELL HOUSE	0	0	0	0	0
ST COLUMBA'S HOSPICE CARE	4064	4298	3991	1336	13689
ST CRISPIN'S SCHOOL	6	0	0	0	6
ST JOHN'S HOSPITAL AT HOWDEN	473567	491095	496105	170229	1630996
ST JOHN'S RC PRIMARY SCHOOL	0	0	0	0	0
ST MICHAEL'S HOSPITAL	0	0	0	0	0
ST TRIDUANA'S MEDICAL PRACTICE	790	734	798	283	2605
STOCKBRIDGE HEALTH CENTRE	11207	10660	11425	3782	37074
STRATHBROCK PARTNERSHIP CENTRE	23340	26758	22950	7872	80920
SUMMERSIDE SURGERY	381	398	401	139	1319
THE ACCESS PLACE	60	81	253	96	490
THE ESK CENTRE	9535	10868	11044	3566	35013
THE FRASER CENTRE	528	635	660	182	2005
THE GYLE CENTRE	24344	16720	10330	11697	63091
THE LONG HOUSE SURGERY	462	392	358	108	1320
THE ROYAL BLIND SCHOOL	0	0	0	0	0
THE SALVATION ARMY - NIDDRY	0	135	135	67	337
THE WILLOWS - THE CRICHTON TRUST	0	5<	5<	0	5<
TOLLCROSS HEALTH CENTRE	14974	17539	21205	8045	61763
TOLLCROSS HV - TOLLCROSS	0	0	0	0	0
TORRIDON HOUSE	0	0	1410	475	1885
TRANENT MEDICAL PRACTICE	1257	4235	8233	2507	16232
VICTORIA HOSPITAL (FIFE)	0	187	272	89	548
WAVERLEY GATE	5360	0	0	0	5360
WAVERLEY MALL	25230	24506	35208	11745	96689
WEST CALDER MEDICAL CENTRE	4626	5510	3517	1367	15020
WEST END MEDICAL PRACTICE (ST MARY'S)	751	820	802	258	2631
WEST LOTHIAN CIVIC CENTRE	214	1082	368	257	1921
WEST PILTON GARDENS SOCIAL WORK CENTRE	0	0	0	0	0
WESTER HAILES HEALTH CENTRE	485	0	0	0	485
WESTER HAILES HEALTHY LIVING CENTRE	16735	23113	28556	10346	78750
WESTERN GENERAL HOSPITAL	487155	481325	505869	169082	1643431
WHINPARK MEDICAL CENTRE	583	446	417	143	1589
WHITBURN HEALTH CENTRE	7493	9964	8574	2885	28916
WHITBURN HOUSE	0	0	0	0	0
WILLOW GROVE HOUSE	3683	4556	5604	1653	15496
WINCHBURGH HEALTH CENTRE	764	886	828	427	2905
WOMAN'S JUSTICE CENTRE	458	335	567	222	1582
XCITE BATHGATE LEISURE CENTRE	27	0	0	0	27
XCITE CRAIGSWOOD LEISURE CENTRE	66	0	0	0	66
XCITE LINLITHGOW LEISURE CENTRE	12	23	0	0	35
XCITE WINCHBURGH SPORT AND WELLBEING HUB	0	5<	0	0	5<