

# INSIGHTS INTO NHS MISSED APPOINTMENTS

## MISSED APPOINTMENTS

NHS digital indicated almost **8 MILLION** hospital outpatient appointments were missed in 2016/17 at:

# £1 BILLION PER YEAR

**18% OF PATIENTS** admitted they had missed consultations without cancelling or rearranging it first.



## PATIENT PERCEPTION AND APPOINTMENT COSTS

**6%** of patients thought missing an appointment would not cost the NHS

**37%** of patients did not know the value

## REASONS PATIENTS MISSED APPOINTMENTS

**32%** said they forgot to attend



**48%**  
State letter-related problems

**17%**  
letter arriving too late

**17%**  
not being received

**8%**  
being lost

**6% OF PATIENTS** regularly leave post unopened for three days or more after it arrives.



## PATIENTS PREFER DIGITAL HOSPITAL COMMUNICATIONS



**68%** would prefer to manage medical appointments online or via a smartphone.

**57%** have already gone paperless with other core correspondence, such as bank statements and household bills.

## BARNESLEY HOSPITAL NHS FOUNDATION TRUST

**50%** of patients are choosing to receive digital appointment letters over postal letters

### About the research

ICM Unlimited interviewed a nationally representative sample of 2,000 adults aged 18+ across GB between 1-4 December 2017. ICM is a member of the British Polling Council.

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