



Liverpool

Clinical Commissioning Group

Corporate Services

NHS Liverpool Clinical Commissioning Group

The Department

Lewis's Building

Renshaw Street

Liverpool

L1 2SA

Ref: 63266

29th October 2019

Email:

Email: foi@liverpoolccg.nhs.uk

Dear

Re: Freedom of Information Request

Thank you for your Freedom of Information request that we received on 29th October 2019, with regards to non-urgent patient transport, missed appointments and DNA'd appointments.

Request:

1. In the last two years, what is the total number of aborted journeys? What was the common reasons for this? e.g. patient is an inpatient.
2. How much does each cancelled journey cost?

Question around patient appointment

1. In the last two years, what is the total number of cancelled appointments either by patient and clinic? And what are the common reasons behind does cancellations?
2. In the last two years, what is the total number of DNA'd appointment? What are the common reasons behind does DNA's?
3. What is the cost of each missed appointment?

Response: We are unable to provide you with the information you have requested under section 1 (1)(a) of the FOI Act. This is because Liverpool Clinical Commissioning Group does not hold the information you have requested.

We would suggest you redirect your freedom of information request to North West Ambulance Service Trust and our Providers.

- **North West Ambulance Service**
foi.enquiries@nwas.nhs.uk

- **Alder Hey Children's NHS Foundation Trust**
info.gov@alderhey.nhs.uk
- **Liverpool Heart and Chest Hospital NHS Trust**
FOIRequests@lhch.nhs.uk
- **Liverpool Women's NHS Foundation Trust**
FOI@lwh.nhs.uk
- **Mersey Care NHS Foundation Trust**
freedomofinformation@merseycare.nhs.uk
- **Walton Centre**
freedomofinformation@thewaltoncentre.nhs.uk
- **Liverpool University Hospitals NHS Foundation Trust**
FOIRequests@liverpoolft.nhs.uk

Once an FOI request is answered, it is considered to be in the public domain. To promote transparency, we may now publish the response and any material released on the CCG's publication scheme. All personal information in the letter will be removed before publishing.

We wish to take this opportunity to inform you that a formal complaints and internal review procedure is available to applicants who are unhappy with responses provided to FOI requests. You can formally request an internal review within a reasonable period of time (2 calendar months) from the date this response was issued.

Where you are not satisfied with the decision of the internal review you may apply directly to the Information Commissioners Office (ICO) for a further review of that decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure in the first instance. The ICO can be contacted at:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.gov.uk

Should you require any further information, clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

Yours sincerely,

Corporate Services Team
NHS Liverpool CCG