

## **FOI 0539/2025 Response**

### **1. Data on Patient Access by Ethnicity and Services**

- a) The number of patients, categorized by ethnicity, who have accessed the services provided by the Trust in the past five years.**

Please see attachment and note:

- Information below includes any access to our services between 01/01/2020 and 31/12/2024
- Patients are counted once regardless of how many times or how many services they have accessed

- b) A breakdown of these figures for different services offered by the trust (e.g., outpatient services, inpatient admissions etc.)**

Please see attachment and note:

- Information below includes any access to our services between 01/01/2020 and 31/12/2024
- Patients are counted once regardless of how many times or how many services they have accessed
- Patients are counted more than once if they have accessed services belonging to multiple divisions. The grand total will, therefore be higher than in Q1.1

## **2. DNA (Did Not Attend) Data by Ethnicity**

- a) The number of appointments marked as "Did Not Attend" (DNA) by patients, categorized by ethnicity, in the past five years.**

Please see attachment and note:

- Information below includes any access to our services between 01/01/2020 and 31/12/2024

- b) A breakdown of this data across the different services provided by your trust, where possible.**

Please see attachment and note:

- Information below includes any access to our services between 01/01/2020 and 31/12/2024

- c) Any additional information that may be available on the reasons for non-attendance, or any measures the Trust has taken to reduce DNAs.**

There are 3 active DNA style quality Improvement projects on a few sites in the Trust, and a recently completed project.

We also have 2 projects looking at home visit offer for East perinatal mental health and the physical health clinics and medical outpatient appointments in older adults.

## **3. Patient Complaints Data**

- a) The number of patient complaints received by the Trust in the past five years, categorized by ethnicity where available.**

Please see attachment.

- b) A breakdown of these complaints by service (e.g., outpatient, inpatient, etc.).**

Please see attachment.

- c) Any records of the nature of the complaints, as well as actions or resolutions taken by the Trust in response to these complaints.**

Please see attachment.