

Dr G Vattakuzhiyil & Dr L Maitra
Assisted by Dr S Fisher

The Surgery
Main Road
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Ashford
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TN25 6JX

Telephone: 01303 812180
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Bryan Rylands

Our Reference: FOI1mar2018

9th March 2018

Dear Mr Rylands

RE: FREEDOM OF INFORMATION REQUEST

Thank you for your request for information under the Freedom of Information Act 2000 received on 12th February 2018 by Sellindge Surgery. The information you have requested is listed below together with the response.

The number of missed appointments for the years Jan 2014 - Jan 31st 2018 in MS Excel format

Excel spreadsheet as requested is attached as a separate document

The cost for each years missed appointments to the surgery in MS Excel format

I can confirm, with regard to the cost to Sellindge Surgery of an appointment, Sellindge Surgery does not hold this information.

The average length of a consultation with a GP at your surgery

I can confirm that each appointment slot allocated is for 10 minutes

We hope that this has dealt with your request for information however, should you be dissatisfied, you have the right to request that we conduct an internal review of the way we have handled your request. If you would like us to conduct such a review please contact us within two months of this letter:

Email: sellindge.surgery@nhs.net

Assistant Practice Manager
Sellindge Surgery
Main Road
Sellindge
Ashford

TN25 6JX

Your request for an internal review will then be processed in accordance with our Freedom of Information Policy.

If you are still dissatisfied following the internal review, you have the right under Section 50 of the Freedom of Information Act (2000) to appeal against the decision by contacting the Information Commissioner. The Information Commissioner provides full and detailed guidance on the Freedom of Information Act and on when and how to complain.

Please find below the link to their website page and their helpline number.

<https://ico.org.uk/for-the-public/official-information/>

Helpline number: 0303 123 1113 or 01625 545745

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response, which will protect your anonymity, will be posted on the Sellindge Surgery website.

Yours sincerely,

Jan Bennett

Mrs Jan Bennett
Assistant Practice Manager
(Electronically signed)

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Date Search run: 08-Mar-2018

I can confirm that the number of appointments missed for the period 1.1.14 - 31.1.18 is as follows:-

	Appointment Date	2014	2015	2016	2017	2018	Total
Number of Did Not Attend appointment slots		916	917	938	843	80	3694
Total		916	917	938	843	80	3694