

Our Ref: NG/RM/25035  
Date: 20<sup>th</sup> February 2025

Nicola Griffiths  
Deputy Director of Governance  
North Staffordshire Combined Healthcare NHS Trust  
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Trentham  
ST4 8HH

Reception: 0300 123 1535

Dear

### **Freedom of Information Act Request**

I am writing in response to your e-mail of the 23<sup>rd</sup> January 2025. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

#### ***Requested information:***

I would like to make a Freedom of Information request; You can find a full request below:

How many scheduled appointments were missed by patients (DNA/Did Not Attend) across all major hospitals (cumulative) within the North Staffordshire Combined Healthcare NHS Trust in the year 2024.

**16,394**

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



**Nicola Griffiths**  
**Deputy Director of Governance**