

Royal Mail Postage; missed hospital appointments

1. How much has the Trust spent on Royal Mail postage in the past 2 financial years –

April 2025- 2026-to- date & April 2024-March 2025

1 April 2024 – 31 March 2025	£1,901,983
1 April 2025 – 31 January 2026	£2,207,989

2. Please provide a total figure for the amount spent during the two financial years - April 2025- 2026-to- date & April 2024-March 2025.

Total Spent from 1 April 2024 to 31 January 2026 = £4,109,972

3. Please provide a breakdown for the amount spent posting letters via Royal Mail to patients during the same period - April 2025- 2026 to date & April 2024-March 2025.

Belfast Trust does not hold this information and is therefore unable to provide this under Section 1(1)(a) of the Freedom of Information Act 2000

4. Please provide a breakdown for the amount spent sending letters via Royal Mail to other medical professionals during the same period - April 2025- 2026 to date & April 2024-March 2025.

Belfast Trust does not hold this information and is therefore unable to provide this under Section 1(1)(a) of the Freedom of Information Act 2000

5. How much has the Trust spent on the postage of parcels with Royal Mail during the past two years?

1 April 2024 – 31 March 2025	£160,987.33
1 April 2025 – 31 January 2026	£141,494.09

12 March 2026

- 6. Can the Trust provide figures for the number of hospital appointments that have been missed during the past two years -- April 2025- 2026 to date & April 2024-March 2025?**

	1 April 2025 – 28 February 2026	April 2024 – March 2025
Total DNA's	64,324	65,982

Notes: The Information provided from the Information Services Department has been extracted from encompass and PAS systems

- 7. During the same time period -- how many hospital appointments have been missed where patients have stated that they did not receive letters with an appointment date or received the letter too late?**

Information not held

- 8. Can the Trust provide a cost for the number of missed appointments during the past two financial years?**

Information not held

- 9. Can the Trust provide a cost for the number of missed appointments due to undelivered/missed letters during the past two financial years?**

Information not held