

25 August 2026

Old See House - DNA rates and Appointment Utilisation

Under the Freedom of Information Act 2000, I am writing to request recorded information regarding outpatient and community mental health appointments at Old See House (603 Antrim Rd, Belfast).

Clarification requested:

OSH houses multiple teams, and to ensure the correct information is sought can we get confirmation that all of the queries pertain to the two North community mental health teams?

Clarification response:

Yes indeed, the two mental health teams.

Please provide the following information broken down by month for the past 24 months (or the most recent two complete financial years available):

1. Did Not Attend (DNA) Statistics:

- a) Total number of scheduled outpatient / community appointments at Old See House.**
- b) Total number and percentage of "Did Not Attend" (DNA / missed) appointments where the patient did not attend without prior notice.**
- c) Total number and percentage of appointments cancelled by the patient with less than 24 hours' notice.**

Under Section 1(1)(a) of the Freedom of Information Act 2000, the Trust can confirm that it does not hold the information requested.

The information requested is not currently available through an existing Encompass report. The required data has not yet been configured to support routine reporting, and no validated reporting mechanism currently exists to extract this information accurately. As such, the Trust is unable to provide the requested data at this time.

2. Short-Notice / Replacement Filling Protocols:

- a) The total number of missed or short-notice cancelled appointments that were successfully reallocated to another patient on short notice.**
- b) Any written policy, standard operating procedure (SOP), or operational**

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guideline held by the Trust regarding managing short-notice cancellations or filling empty appointment slots within community mental health services at Old See House.

See response as Question 1.

3. Staff Allocation and Capacity:

a) The recorded clinical capacity / total available appointment slots versus actual attended appointments for North Belfast Community Mental Health Teams based at Old See House.

b) Any recorded audit, report, or review conducted in the last 3 years regarding appointment slot wastage, efficiency, or attendance rates at Old See House.

See response as Question 1.