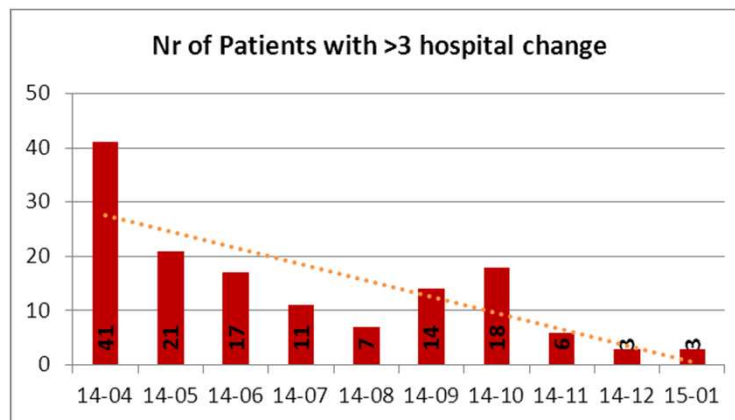
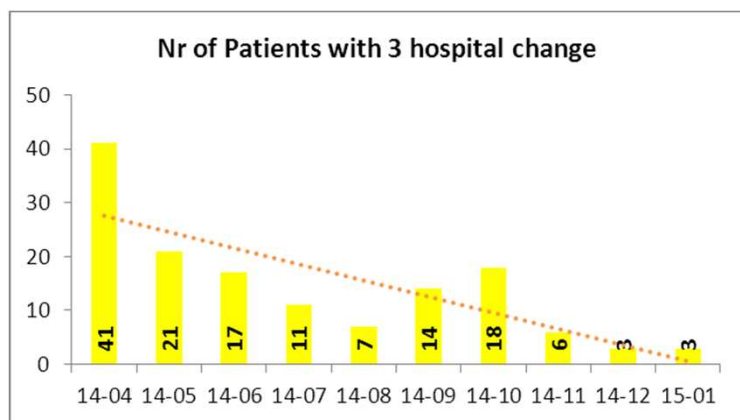
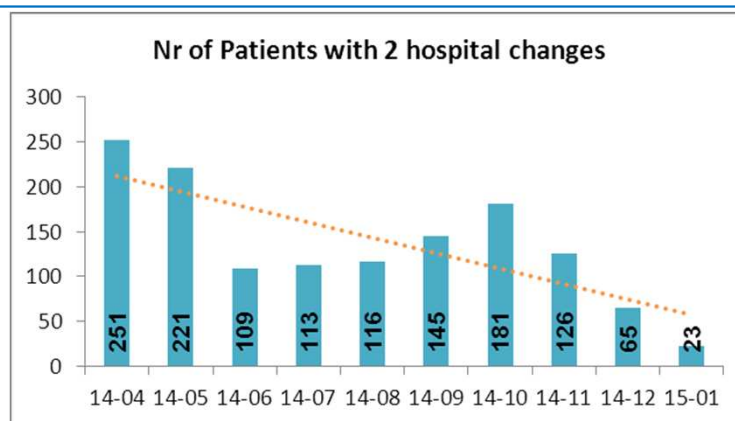
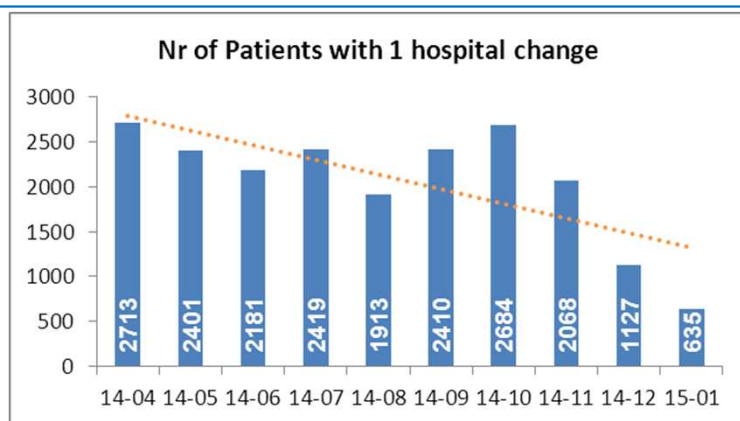


The number of patients whose outpatient appointment is cancelled by the hospital has been reducing since April 2014, with a particular reduction in multiple cancellations



- **The number of cancelled appointments has reduced by 80% from >3,300 to just under 700**

We have further improvements to make to ensure patients do not wait too long for their rearranged appointment, particularly for follow up appointments

