

Reference Number: FOIAH2324/285
From: Commercial
Date: 22 August 2023
Subject: Wayfinding Strategy, Missed Appointments and Complaints regarding Wayfinding

Can the trust confirm and provide information on the following. We need this for the financial years ending:

- March 2024 (Y2D)
- March 2023
- March 2022

Q1 The Trusts' wayfinding strategy.

A1 See attached – Wayfinding Strategy
 Our website has information about how to get to Alder Hey and where to park - <https://www.alderhey.nhs.uk/locations/>
 Alder Play has information on wayfinding via the 'Explore Alder Hey' section - <https://alderplay.alderhey.nhs.uk/>

Q2 Number of missed appointments by type and location

A2

Financial Year	Location	Total	Appointment Type	APPOINTMENT STATUS
2021/22	Alder Hey	34975	Review	Did Not Attend
2021/22	Alder Hey	8168	New	Did Not Attend
2022/23	Alder Hey	23388	Review	Did Not Attend
2022/23	Alder Hey	9400	New	Did Not Attend
2023/24	Alder Hey	3862	New	Did Not Attend
2023/24	Alder Hey	10491	Review	Did Not Attend

Q3 Number of appointments that were cancelled to lack of wayfinding (E.g. patient unable to be able to find the location of their appointment).

A3 Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data. We do not hold this level of cancellation reason information.

Q4 Number of complaints associated to poor wayfinding

A4 Zero