

FOI_1309_2023-24 – FOI Request Concerning – Wayfinding

1. The trusts wayfinding strategy.

We do not have a Wayfinding Strategy

2. Number of missed appointments by type and location.



FOI 1309 Final
Response (DNAs).xls

3. Number of appointments that were cancelled to lack of wayfinding

We do not record why a patient did not attend their appointment so cannot provide this information.

4. Number of complaints associated to poor wayfinding.

0

We need this for the financial years ending:

a) March 2024 (Y2D)

0

b) March 2023

0

c) March 2022

0

Location	2021/22	2022/23	2023/24
Abbotswood Community Association		2	2
Acorn Community Centre	25	8	
Adelaide Health Centre	4133	4774	1694
Adelaide Health Centre, West PICC/Catheter Clinic			4
Adelaide site	626	1146	450
Adelphi House	451	664	181
Aldermoor Health Centre	1	5	3
Aldermoor Surgery	8	24	2
Aldershot Centre for Health	933	982	332
Aldershot Health Centre			8
Aldershot Special Care Dental Clinic	154	292	87
Alma Medical Centre		10	1
Alton Community Centre		19	
Andover College	11	7	1
Andover Health Centre	213	286	135
Andover Special Care Dental Clinic	84	177	106
Arnewood Medical Practice	12	3	
Ashby Centre	5	73	51
Barton Peveril College	2	1	
Basingstoke & Alton Cardiac Rehabilitation Charity	22	7	
Basingstoke Haemophilia Centre	1		
Basingstoke Special Care Dental Clinic	251	293	135
Basingstoke Sports Centre	77	77	54
Battenburg Child Development Centre	314	344	123
Battenburg Clinic	1842	1762	600
Beech Hurst	23	17	
Bishops Waltham Surgery	10	34	6
Bitterne Health Centre	1391	1781	834
Bitterne Park Clinic		4	1
Bitterne Park Medical Centre	13	13	5
Bitterne Park School	3		
Bitterne PCN	80	98	38
Bitterne Special Care Dental Clinic	127	155	61
Brockenhurst College	2		
BRS	11	33	25
Buckland Community Centre	63	149	36
Buckland Family Hub	48	34	1
Cedar Clinic	5	3	6
CENTRAL CIS	31	56	25
Chase Community Hospital	37	23	12
Children's Development Centre	2	18	10
Childrens Long Covid Service	7	24	7
Clovelly Sure Start	181	186	64
Coastal PCN	129	207	106
Cosham Health Centre	37	52	
-Cosham Health Centre (Podiatry)	88	91	15
Cosham Park House Surgery	134	303	149
Cowes Special Care Dental Clinic	275	366	117

Craneswater Group Practice	33	2	
Crofton Community Centre	22	19	
Crookhorn Surgery	21	27	14
Crown Heights	800	668	400
Crown Heights Medical Centre	64	48	14
Cutbush Childrens Centre	34	73	39
Diabetes Centre, Level A, Royal South Hants Hospital	328	483	176
Drayton Surgery	39	72	36
EAST CIS	63	31	10
East Cowes Family Centre	37	16	4
East Newport Family Centre	30	14	14
Eastleigh Health Centre		1	
Eastleigh Special Care Dental Clinic	100	224	90
Eastleigh U6	260	376	170
Eastney Health Centre	69	103	40
-Eastney Health Centre (Podiatry)	1		
Eastney Special Care Dental Clinic	42	50	
Eastshore Partnership - Baffins	1		
Eastshore Partnership - Milton Park	22	83	29
Falcon House	664	827	325
Fareham College		1	
Fareham Community Hospital	113	146	37
-Fareham Community Hospital (Podiatry)	55	61	20
Fareham Community Hospital IMAT			9
Fareham Health Centre	202	249	74
-Fareham Health Centre (Podiatry)	1		
Fleming Park Leisure Centre	40	10	
Forest Park Secondary School		1	
Gosport Special Care Dental Clinic	196	335	140
Gosport War Memorial Hospital	208	248	82
-Gosport War Memorial Hospital (Podiatry)	186	231	102
Great Oaks School	5	2	
Havant Health Centre	15	10	3
Havant Special Care Dental Clinic	260	362	207
Hayling Island & Emsworth PCN	272	281	141
Hayling Island Community Centre Association C.I.O		14	1
Heathfield School	3	1	
Hedge End Village Hall		85	26
Heyward Road Surgery	3		
Hill House School	1	1	
Home Visit/Adhoc Surgery Visit	3		
Horizon	729	568	170
Horizon - Child Development Centre	57	64	52
Horizon (CDC)	33	41	19
Horizon (Formerly The Better Care Centre)	4	10	1
Hythe and Dibden War Memorial Hospital		19	41
Hythe Clinic	7	6	
Hythe Hospital	12	16	
Hythe Hospital Outpatients	10	12	6
Hythe Medical Centre	122	157	5

Hythe Special Care Dental Clinic	52	75	28
IoW Albany and Parkhurst Sexual Health In-reach	3	9	3
IOW St Marys Hospital	362	541	297
Jigsaw service	17	9	4
Jubilee Surgery	6	8	
Kingston Crescent Surgery	87	129	52
Kirklands Surgery	12	26	7
-Lake Road Health Centre (Podiatry)	1		
Lee on Solent Community Association	65	136	48
Lee On Solent Health Centre	13	50	29
Lordshill Health Centre	17	6	3
Lymington New Forest Hospital	20	26	15
Lyndhurst Community Centre	6		
Magnolia Centre		2	
Mary Rose School	6	6	1
Medicine Advice at Home	8	4	1
MHST Civic Offices	14	182	92
Millbrook Special Care Dental Clinic	157	275	97
Milton Park Family Hub	41	11	15
Mulberry House Surgery		2	5
Neurodiversity Multidisciplinary Team		11	18
New Milton - Health Centre	34	28	15
New Milton Clinic		4	1
New Milton Health Centre	147	204	96
New Milton Memorial Hall	12	50	17
Nichols Town Surgery	26	34	
Nicholstown site	2880	4091	1335
Nicholstown Solent GP Surgery		26	
No Limits Advice Centre	42	46	14
North Harbour Medical Group	23	22	
North PCN	211	296	133
Northam Community Centre - SO14 5AD		35	5
Northern Parade Hub	68	83	
NULL	6	20	7
Oak Park Childrens Centre	193	300	134
Oak Park Community Clinic	125	186	80
-Oak Park Community Clinic (Podiatry)	275	301	121
Oakley Road Vaccination Centre		115	
Osborne Road Surgery		2	10
Outreach Community - New Forest	1		1
Outreach Community - Portsmouth		4	2
Outreach Community - Southampton	15	26	9
Outreach Community - WEA	5	1	1
Paulsgrove Community Centre	77	72	56
Paulsgrove Family Hub	48	21	7
Peter Symonds College	17	7	1
Petersfield Community Centre	38	14	
Petersfield Hospital	14	27	13
Petersfield Special Care Dental Clinic	109	109	31
Physiotherapy Dept St Marys Community Campus	40	16	15

Pickles Coppice	302	280	87
Portchester Community Centre		6	6
Portswood site			156
Poswillo Special Care Dental Clinic	25	30	12
QA Hospital Neuropsychology Rehab Centre	27	42	24
QAH Rehab Centre CPS	14	51	11
Queen Alexandra Hospital	1874	1954	823
-Queen Alexandra Hospital (Diabetes Centre)	129	161	54
Queen Alexandra Hospital Hydrotherapy	115	146	66
Rachel Madocks School	8	5	2
Ravenswood Dental Clinic	4	3	4
Redbridge Community School	1	2	3
Remote Appointments		323	122
Ringwood Medical Centre	96	127	38
Romsey Hospital	76	80	36
Rosewood School	6	8	2
Rowans Hospice			22
Rowner Health Centre	5	46	11
Royal Hampshire County Hospital	2	1	
Royal South Hants Hospital	2377	2862	1125
Royal South Hants Hospital (OH Physio)		14	15
RSH Special Care DentalClinic	125	197	84
Ryde Family Centre	98	33	15
Salisbury Road Surgery		23	31
Sandown Family Centre	29	48	14
Sexual Health Promotion	6	13	4
SMH - St Marys Hospital (OH Physio)		16	11
Solent GP - Site Unknown	972	141	61
Somerstown Family Hub	87	47	11
Somerstown Special Care Dental Clinic	193	236	249
Southampton PCN			154
Southampton University Hospital Trust	50	57	18
Southlands School	3	1	
Sparsholt College	15	18	2
Spring Meadows Children Centre			7
Springwell School	9	8	10
St Andrews Centre		12	12
St Clements	57	56	22
St Clements Partnership	15	4	
St Clements Surgery	4	3	
St Francis School	4	5	
St James Hospital	84		
St James Road Methodist Church Hall	10	75	20
St Marys Community Campus	3746	4063	1535
St Marys Community Campus North	113	65	20
St Marys Community Campus South	135	118	68
St Marys Community Health Campus	3038	3023	1290
St Mary's Community Health Campus	133	205	185
St Mary's Community Health Campus (OPMH)	40	77	16
-St Mary's Community Health Campus (Podiatry)	597	699	311

St Marys Community Health Campus 1st Floor Block B			10
St Marys Community Health Campus CPS	35	135	51
St Marys Community Health Campus Long Term Conditions Suite	275	230	75
St Marys Community Health Campus LTCS		1	3
St Marys Community Health Campus, Podiatry, BLK B	111	77	31
St Marys Hospital			1
St Marys Hospital Campus	37	57	32
St Paul's Surgery		10	10
St Peter's Surgery PCN		1	10
St Swithuns Church Hall		164	67
Stoneham Centre	1227	1259	501
Stoneham Centre SMSK			4
Stubbington Baptist Church		8	1
Swan Centre	8	15	9
Swaythling Sure Start - SO16 3BZ	87	101	65
The Cambridge Practice	8	10	8
The Fordingbridge Surgery	4	4	2
The Garage	1		
The Genesis Centre		9	17
The Kestrel Centre	6	4	2
The Knightwood Surgery	6	28	4
The Lighthouse Practice	8		
The Old Fire Station PCN		22	31
The Orchards	13	10	7
THE ROYAL SOUTH HANTS HOSPITAL	6		
Thornhill Centre - SO19 6PJ	2	17	13
Thornhill Centre (THL)	30	67	36
Thornhill Centre for Healthy Living	44	41	32
Thornhill Sure Start - SO19 6FH	121	92	25
Thornhill Surgery	61	65	24
TOTTON AND ELING COMMUNITY CENTRE	13	64	30
Totton Community Health	21	14	8
Totton Health Centre	138	138	61
Turner Centre	134	340	168
Uni-City Medical Centre	9	3	21
Unit L5 The Swan Centre	66	71	37
Unknown	6453	6823	2315
Ventnor Family Centre	10	27	16
Verwood Parish Centre	3	2	
Virtual Clinic	5	193	192
Waterlooville Community Centre	60	120	73
Waterlooville Health Centre		2	14
-Waterlooville Health Centre (Podiatry)	1		
WEST CIS	14	15	8
West Cowes Family Centre	27	28	5
West Newport Family Centre	34	5	5
West Wight Family Centre	15	1	1
Western Community Hospital	284	305	112
Western Hospital		405	
Weston Lane Surgery			3

Weston Shore Clinic	2	9	2
Weston Sure Start	80	133	52
Winchester Sexual Health In-reach	8	18	10
Woolston & Townhill PCN	229	301	60
Woolston Lodge PCN			3
Grand Total	46642	55127	21839