

Ref. No: 0208  
Date: 22/08/23  
Subject: Wayfinding

## REQUEST

Can the Trust confirm and provide information on the following:

1. The Trusts wayfinding strategy.
2. Number of missed appointments by type and location.
3. Number of appointments that were cancelled to lack of wayfinding (E.g. patient unable to be able to find the location of their appointment).
4. Number of complaints associated to poor wayfinding.

We need this for the financial years ending:

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

Please provide this information in an editable spreadsheet.

## RESPONSE

Please find information requested attached.

Please note that St Helens and Knowsley Teaching Hospitals NHS Trust and Southport and Ormskirk Hospital NHS Trust became a single legal entity known as Mersey and West Lancashire Teaching Hospitals NHS Trust on 1<sup>st</sup> July 2023, therefore please note that some answers may be separated based on these sites.