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| Table 1: Socio-demographic characteristics and number of first and follow-up service appointments for Deaf CAMHS clients.  |
|  | All (*n* = 369) | First (*n* = 288) | Follow-up (*n* = 296) |
| Variable | n (%) | n (%) | n (%) |
| Age (mean, SD) | 11.80 (3.72) | 11.57 (3.77) | 11.74 (3.65) |
| Age Group |  |  |  |
| 0-11 | 149 (40.4) | 118 (41.0) | 119 (40.2) |
| 12-18 | 220 (59.6) | 170 (59.0) | 177 (59.8) |
| Gender |  |  |  |
| Female | 153 (41.5) | 126 (43.8) | 119 (40.2) |
| Male | 216 (58.5) | 162 (56.0) | 177 (59.8) |
| Ethnicity |  |  |  |
| White | 248 (67.9) | 195 (68.7) | 203 (69.0) |
| Black | 46 (12.6) | 34 (12.0) | 36 (12.2) |
| Asian | 34 (9.3) | 29 (10.2) | 26 (8.8) |
| Mixed/Other | 37 (10.1) | 26 (9.2) | 37 (10.1) |
| Number of Appointments |  |  |  |
| 1 | 66 (17.9) | 54 (18.8) | 12 (18.2) |
| 2-10 | 186 (50.4) | 155 (83.3) | 167 (56.4) |
| 11-20 | 49 (13.3) | 36 (12.5) | 49 (16.6) |
| > 20 | 68 (18.4) | 43 (14.9) | 68 (23.0) |
| Notes: There was an overlap of 215 patients in First Appointment and Follow-up Appointment samples; Ethnicity data was not available for 4 patients; Age represents age at initial first or follow-up appointment. |

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| Table 2: Association of first appointment outcome with location, appointment-related variables and client-specific details. |
|  | Attended(*n*=255;68.5%)  | Missed(*n*=117;31.5%) | *p* | OR(CI) | Adj *p* | Adj OR(CI) |
|  | *n* (%) | *n* (%) |  |  |  |  |
| Location |  |  |  |  |  |  |
| London clinic | 119 (69.6) | 52 (30.4) |  |  |  |  |
| Outreach clinic | 75 (62.5) | 45 (37.5) |  | 0.73 (0.45,1.19) |  | 0.68 (0.40,1.15) |
| Non-clinic | 61 (75.3) | 20 (24.7) | 0.147 | 1.33 (0.74,2.47) | 0.141 | 1.24 (0.67,2.33) |
|  |  |  |  |  |  |  |
| Previous missed appointment(s) |  |  |  |  |  |  |
| No | 192 (66.7) | 96 (33.3) |  |  |  |  |
| Yes  | 63 (75.0) | 21 (25.0) | 0.148 | 1.50 (0.86,2.60) |  |  |
| **Year** |  |  |  |  |  |  |
| **2009** | **36 (73.5)** | **13 (26.5)** |  |  |  |  |
| **2010** | **66 (61.1)** | **42 (38.9)** |  | 0.57 (0.26,1.17) |  | 0.64 (0.29,1.36) |
| **2011** | **86 (66.2)** | **44 (33.8)** |  | 0.71 (0.33,1.44) |  | 0.80 (0.36,1.71) |
| **2012** | **67 (78.8)** | **18 (21.2)** | **0.050** | 1.34 (0.58,3.04) | **0.044** | 1.58 (0.65,3.80) |
| Appointment type |  |  |  |  |  |  |
| Client  | 249 (68.2) | 116 (31.8) |  |  |  |  |
| Carer | 6 (85.7) | 1 (14.3) | 0.441 | 2.78 (0.47,53.10) |  |  |
| Time of day |  |  |  |  |  |  |
| Morning | 154 (68.8) | 70 (31.3) |  |  |  |  |
| Afternoon | 101 (68.2) | 47 (31.8) | 0.918 | 0.98 (0.63,1.53) |  |  |
| Age Group |  |  |  |  |  |  |
| 0-11 | 106 (68.8) | 48 (31.2) |  |  |  |  |
| 12-18 | 149 (68.3) | 69 (31.7) | 0.921 | 0.98 (0.63,1.53) |  |  |
| Gender |  |  |  |  |  |  |
| Female | 106 (65.4) | 56 (34.6) |  |  |  |  |
| Male | 149 (71.0) | 61 (29.0) | 0.256 | 1.29 (0.83,2.00) |  |  |
| Ethnicity |  |  |  |  |  |  |
| White | 174 (70.4) | 73 (29.6) |  |  |  |  |
| Black | 28 (63.6) | 16 (36.4) |  | 0.73 (0.38,1.46) |  |  |
| Asian | 27 (69.2) | 12 (30.8) |  | 0.94 (0.46,2.03) |  |  |
| Mixed/Other | 21 (63.6) | 12 (36.4) | 0.736 | 0.73 (0.38,1.46) |  |  |
| Notes: Number of participants for ‘Time of Day’ and ‘Ethnicity’ differs slightly from that stated at the top of the table due to a small number of participants with missing data – stated percentages reflect proportions of participants with data available; OR = odd ratios, CI = 95% confidence intervals; Adj. *p* = adjusted *p* value; Adj. OR = adjusted odds ratio; Odds ratios indicate change in odds of having attended relative to the reference category (first category listed for each variable); Adjusted analyses included ‘Location’ and ‘Year’ (as there were no other significant variables from univariate analyses). |

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| Table 3: Association of follow-up appointment outcome with location, appointment-related variables and client-specific details. |
|  | Attended(*n*=3015;79.2%)  | Missed(*n*=790;20.8%) | *p* | OR(CI) | Adj *p* | Adj OR(CI) |
|  | *n* (%) | *n* (%) |  |  |  |  |
| **Location** |  |  |  |  |  |  |
| **London clinic** | **678 (72.2)** | **261 (27.8)** |  |  |  |  |
| **Outreach clinic** | **289 (79.0)** | **77 (21.0)** |  | **1.45 (1.09,1.94)** |  | 1.27 (0.93,1.73) |
| **Non-clinic** | **2048 (81.9)** | **452 (18.1)** | **<0.001** | **1.74 (1.46,2.08)** | **<0.001** | **1.49 (1.23,1.81)** |
|  | Mean (SD) | Mean (SD) |  |  |  |  |
| **Number previous missed appointments** | **3.24 (3.74)** | **4.81 (4.12)** | **<0.001** | **0.92 (0.91,0.94)** | **<0.001** | **0.90 (0.88,0.91)** |
|  | *n* (%) | *n* (%) |  |  |  |  |
| **Year** |  |  |  |  |  |  |
| **2009** | **396 (75.7)** | **127 (24.3)** |  |  |  |  |
| **2010** | **637 (75.8)** | **203 (24.2)** |  | 1.01 (0.78,1.30) |  | 1.13 (0.87,1.47) |
| **2011** | **1083 (79.7)** | **276 (20.3)** |  | 1.26 (0.99,1.60) |  | **1.57 (1.20,2.06)** |
| **2012** | **899 (83.0)** | **184 (17.0)** | **<0.001** | **1.57 (1.21,2.02)** | **<0.001** | **2.05 (1.54,2.74)** |
| Appointment type |  |  |  |  |  |  |
| Client  | 2865 (79.0) | 761 (21.0) |  |  |  |  |
| Carer | 150 (83.8) | 29 (16.2) | 0.123 | 1.37 (0.93,2.10) |  |  |
| **Time of day** |  |  |  |  |  |  |
| **Morning** | **1441 (81.0)** | **339 (19.0)** |  |  |  |  |
| **Afternoon** | **1566 (77.6)** | **451 (22.4)** | **0.012** | **0.82 (0.70,0.96)** | 0.736 | 0.97 (0.82,1.15) |
| Age Group |  |  |  |  |  |  |
| 0-11 | 935 (80.6) | 225 (19.4) |  |  |  |  |
| 12-18 | 2080 (78.6) | 565 (21.4) | 0.169 | 0.89 (0.75,1.05) |  |  |
| **Gender** |  |  |  |  |  |  |
| **Female** | **1412 (77.1)** | **420 (22.9)** |  |  |  |  |
| **Male** | **1603 (81.2)** | **370 (18.8)** | **0.002** | **1.29 (1.10,1.51)** | 0.920 | 1.01 (0.85,1.19) |
| Ethnicity |  |  |  |  |  |  |
| White | 2145 (78.9) | 572 (21.1) |  |  |  |  |
| Black | 352 (79.8) | 89 (20.2) |  | 1.06 (0.83,1.36) |  |  |
| Asian | 251 (79.4) | 65 (20.6) |  | 1.03 (0.78,1.38) |  |  |
| Mixed/Other | 257 (80.3) | 63 (19.7) | 0.928 | 1.09 (0.82,1.47) |  |  |
| Notes: Number of participants for ‘Time of day’ and ‘Ethnicity’ differs slightly from that stated at the top of the table due to a small number of participants with missing data – stated percentages reflect proportions of participants with data available; OR = odd ratios, CI = 95% confidence intervals; Adj. *p* = adjusted *p* value; Adj. OR = adjusted odds ratio; Odds ratios indicate change in odds of having attended relative to the reference category (first category listed for each variable) except odds ratio for ‘Number of previous missed appointments’ which reflects change in odds per 1 unit (i.e., 1 missed appointment) increase; Adjusted analyses controlled for ‘Location’, ‘Year’, and all other significant variables from univariate analyses; Significant group differences and odds ratios are highlighted in bold. |

Figure Captions

Figure 1. Frequencies of first and follow-up appointments in London clinic, outreach clinic and non-clinic sites utilised by ND-CAMHS across the study period. Data labels indicate frequencies for each site.

Figures 2a and 2b. Reasons for a client/carer recording a missed appointment outcome as a function of appointment location for first and follow-up appointments. Please note: Data labels indicate percentage; \* *p* < 0.01, \*\* *p* < 0.001.

Figure 1



Figures 2a and 2b

