*Appendix 1*: Questions contained within the freedom of information request

1. How many new outpatients did your trust see in 2022?
2. How many follow up outpatients did your trust see in 2022?
3. What was your did not attend number (DNA) for 2022?
4. What is your target DNA rate?
5. What number of new patients did you see virtually in 2022?
6. What number of follow up patients did you see virtually in 2022?
7. How many patients did you discharge at first outpatient appointment in 2022?
8. Do you use 100% electronic notes in outpatients (Y/N)?
9. What electronic system does your hospital use e.g., CERNER, Bluespeer, EDM etc?
10. Do you have a patient portal, if so what is its name?
11. Do you have a senior responsible officer for outpatients (Y/N)?
12. Do you have a clinical director for outpatients (Y/N)?
13. How many outpatient general managers do you have (number, band, WTE)?
14. How many outpatient assistant general managers do you have (number, band, WTE)?
15. Do you have a manager for the electronic referral service, eRS (Y/N, number, band, WTE)?
16. When did you start your outpatient transformation project (day, month, year)?
17. Do you have a dedicated outpatient transformation director or manager for outpatients (title, band, WTE)?
18. How many outpatient transformation project managers do you have (number, band, WTE)?
19. When did you go live with patient initiated follow up, PIFU (day, month, year)?
20. When did you go live with Advice and Refer, A&R (day, month, year)?
21. Is phlebotomy managed by outpatients (Y/N)?
22. If yes, what is your phlebotomy establishment (number, band, WTE)?
23. What is your total number of phlebotomy outpatient episodes for 2022?
24. What is your total number of phlebotomy inpatient episodes for 2022?
25. How many outpatient sites does phlebotomy cover?
26. How many inpatient areas (wards) does phlebotomy cover?
27. Do you have a generic contact email for the outpatient clinical lead or general manager?
28. The name of your trust or hospital