

## Wayfinding – Trust Signage

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Reference Number: RDF1815-23

Date of Response: 18/09/23

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1<sup>st</sup> April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

*Can the Trust confirm and provide information on the following:*

1. *The Trust's wayfinding strategy.*  
Answer: DOH Wayfinding Guidance (Supersedes HTM 65).
2. *Number of missed appointments by type and location due to a wayfinding issue.*  
Answer: The Trust does not hold this information; 'wayfinding' is not recorded as a reason for a 'did not attend' for an appointment.
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).*  
Answer: The Trust does not hold this information; 'wayfinding' is not recorded as a reason for a 'did not attend' for a cancellation.
4. *Number of complaints associated to poor wayfinding.*

*We need this for the financial years ending:*

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

Answer: Please see below for number of complaints and concerns recorded 01/04/2021 – 29/08/2023. Search categories within complaint recording used: Signage – availability, visibility, accuracy, car parking signage (removing complaints relating to signage for car parking charges).

<i>Date</i>	<i>Number</i>
01/04/2021 – 30/03/2022	2
01/04/2022 – 30/03/2023	6
01/04/2023 – 29/08/2023*	Nil
Total	8

\* Date report was completed