



11 June 2026

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 49766-26

Subject: (Case Ref: CL32042) - Transport to Hospital Appointments

Date Received: 27/05/2026

Thank you for your request for information received on 27th May 2026 which was dealt with under the terms of the Freedom of Information Act 2000. The Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and that is detailed below.

FOI QUESTION(S)	ANSWER(S)
How many pre-booked non-emergency ambulances were cancelled in the past 12 months?	From June 2025 – May 2026 there were a total of 34,686 cancellations. Of those, the NIAS cancelled 9,583 of them due to having no resource available. The remainder were cancelled by patients or trusts.
How many pre-booked non-emergency ambulances were cancelled in the past 5 years?	From June 2021 – May 2026 there were a total of 146,351 cancellations. Of those the NIAS cancelled 35,309 of them due to having no resource available. The remainder were cancelled by patients or trusts.
How many hospital appointments were missed in the past 5 years due to non-availability of non-emergency ambulances?	NIAS does not hold this information. This information may be held by individual Trusts.
What cost has the non-availability of non-emergency ambulances been to the NHS as a result of missed appointments? I would be grateful for a figure for both the past 12 months and past 5 years.	NIAS does not hold this information. This information may be held by individual Trusts.

I hope the above fully assists you.



Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter.

If you require an internal review to be undertaken, please request this via the email address: information.governance@nias.hscni.net

Or submit via

Director of Planning, Performance and Corporate Services, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

Email: ni@ico.org.uk

Website: [ICO Website](http://ico.org.uk)

Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF

Telephone: 028 9027 8757 or 0303 123 1114 (Belfast based Office)

Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <https://nias.hscni.net> Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

(not signed – issued by email)

Information Governance Team

This response has been prepared for disclosure log publication. Only minor editorial or redaction amendments have been made for clarity and compliance with data protection legislation. The substantive content is identical to that provided to the requestor and the original issued version remains the authoritative record.