

Ref no: 215220316
From: Press
Date: 30/03/16
Subject: Cancelled Appointments

REQUEST

Please find enclosed an FOI request from BBC News.

The BBC requests the following information:

1. **How many appointments have been cancelled for non-clinical reasons IN THE 3 DAY BEFORE a patient was due to be admitted?**
2. **Out of those cancellations, how many were rescheduled within the statutory time limit - eg 28 days?**
3. **Out of those cancellations, how many were rescheduled more than once?**
4. **How many appointments have been cancelled for non-clinical reasons ON THE DAY a patient was due to be admitted?**
5. **Out of those cancellations, how many were rescheduled within the statutory time limit – eg 28 days?**
6. **Out of those cancellations, how many were rescheduled more than once?**

Please provide this data by month for 2013, 2014, 2015 and 2016 - up to and including March 2016.

The following should be included in the figures for 'appointments':

- All planned or elective operations and day surgery
- Invasive X-ray procedures carried out on inpatients or day cases
- Telephone cancellations made to patients
- All minor procedures, including outpatient procedures

For 'non-clinical reasons' please include a break-down of the following:

- Bed-ward not available
- Staff unavailable
- Emergency operations taking priority
- Maintenance needed on equipment
- Patient unavailable
- Admin error

I would prefer to receive the information electronically in XLS or CSV format readable in Excel. If my request is denied in whole or in part, I ask that you justify all deletions by reference to specific exemptions of the act.

RESPONSE

1. **How many appointments have been cancelled for non-clinical reasons IN THE 3 DAY BEFORE a patient was due to be admitted?**

We cannot provide this information as it is not recorded

2. **Out of those cancellations, how many were rescheduled within the statutory time limit - eg 28 days?**

Unable to answer as we do not record this information, also those patients that are cancelled with 3 days notice they are not governed by 28 day relist target.

3. **Out of those cancellations, how many were rescheduled more than once?**

Answer as above

4. **How many appointments have been cancelled for non-clinical reasons ON THE DAY a patient was due to be admitted?**

Apr-12	21	Apr-13	23	Apr-14	13	Apr-15	20
May-12	33	May-13	22	May-14	31	May-15	17
Jun-12	14	Jun-13	29	Jun-14	21	Jun-15	28
Jul-12	37	Jul-13	40	Jul-14	20	Jul-15	22
Aug-12	31	Aug-13	28	Aug-14	18	Aug-15	15
Sep-12	22	Sep-13	11	Sep-14	29	Sep-15	42
Oct-12	16	Oct-13	23	Oct-14	37	Oct-15	47
Nov-12	25	Nov-13	22	Nov-14	19	Nov-15	51
Dec-12	10	Dec-13	20	Dec-14	22	Dec-15	22
Jan-13	76	Jan-14	15	Jan-15	35		
Feb-13	40	Feb-14	25	Feb-15	16		
Mar-13	37	Mar-14	34	Mar-15	30		
Total	362	Total	292	Total	291	Total	264

* Please note these figures exclude Q4

5. **Out of those cancellations, how many were rescheduled within the statutory time limit – eg 28 days?**

Rescheduled within 28 days	2012/2013	2013/2014	2014/2015	2015/2016
	360	292	291	263

* Please note these figures exclude Q4

6. **Out of those cancellations, how many were rescheduled more than once?**

	2012/2013	2013/2014	2014/2015	2015/2016
Rescheduled more than once	2	0	0	1

** Please note these figures exclude Q4*