

Ref no: 182131218
From: Public
Date: 13/12/18
Subject: Appointment waiting times

REQUEST

My name is Mrs Laura Ann Bannister (maiden name - Laura Ann Ferguson)
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I wish for you to provide me with the following information in regarding to Whiston Hospital part of St Helens and Knowsley Teaching Hospitals.

- 1) What is the reason my appointment on the 18th of October 2018 at 4pm with Mrs S Rao at Whiston Hospital, gynaecology, infertility was cancelled, unforeseen circumstances is not an acceptable response, I would like to know the exact reason.

On the above day it was Clinical Audit and it would be usual to cancel all appointments in advance of this. We had a new hospital system installed in May 2018 and there was a backlog of actions that had not been carried out. Unfortunately the cancellation of this clinic was one of them. May I offer my apologies for this and reassure you that we are now up to date with all cancellation of clinics.

- 2) what is the reason my rebooked appointment on the 25th of October 2018 at 2pm with Mrs S Rao at Whiston Hospital, gynaecology, infertility was cancelled, unforeseen circumstances is not an acceptable response, again I would like to know the exact reason.

There are usually two doctors in this clinic, unfortunately one had commenced Maternity Leave and we had not managed to replace. The remaining doctor had annual leave booked, they had given the correct notice for this however the clinic was already populated with patients, hence your cancellation. We do have limited doctors who carry out this service so there was no one we could ask to fill this gap. Apologies for any inconvenience caused.

- 3) what is the reason all appointments with Mrs S Rao from 15th of October 2018 to 3rd of December have been cancelled, as above I require an actual reason.

Not all appointments/clinics were cancelled. There was only 1 clinic cancelled and 2 further clinics were reduced as there was only 1 doctor in clinic. I apologise if you were led to believe they were all cancelled.

- 4) how many appointments per week do Whiston hospital have for infertility patients?

The clinic template availability is 6 new patients and 12 review patients

- 5) How many appointments has Mrs S Rao cancelled since Monday the 31st of July 2017 to Monday 3rd of December 2018. I realise this date is in the future however I have been informed all appointments until December have been cancelled.

Unfortunately since we have had our new PAS system installed in April 2018 it is difficult to give you definitive numbers. However please be reassured we would only have reduced or cancelled clinics for annual leave or study leave for any doctors who attend this clinic.

Whilst I have no data for August I can confirm below :

September - 0 clinics cancelled

October - 1 clinic cancelled due to annual leave

November - 1 clinic reduced to 1 doctor due to annual leave

December - 1 clinic cancelled – annual leave / study leave

- 6) For every appointment Mrs S Rao has cancelled in the period above (31/07/2017 to 03/12/2018) what is the reason these appointments cancelled? Again unforeseen circumstances is not an acceptable answer, I would like to know the actual reason.

As above

- 7) For every appointment Mrs S Rao cancels, how much does this cost the NHS and ultimately the British Tax Payer.

If a clinic is cancelled as there is no clinician available then the NHS would not have put any resources in to this, as the staff allotted to work in this clinic would be distributed accordingly to other areas.