

THE DUDLEY GROUP NHS FOUNDATION TRUST

Freedom of Information Request reference: 014833

9/7/2019

I would like to request the following information under the Freedom of Information Act. For each of the past three complete calendar years - i.e. 2016, 2017, 2018:

1. The total number of hospital-initiated outpatient appointment cancellations - i.e. cases where the hospital has cancelled the appointment

The figures provided below show cancellations of appointment

	Total number of Hospital initiated cancellations The figures shown below in each column are the maximum number of cancellations for each patient. For example where a patient has been cancelled 3 times they will not appear in cancellations for cancelled 1 or 2 times.		
Number Of Hospital initiated cancellations	2016	2017	2018
1	6882	9078	7605
2	390	529	343
3	11	29	29
4	The total of the 3 years amounts to 9		
5	The total of the 3 years amounts to less than 5		
6	The total of the 3 years amounts to less than 5		
7	0	0	0
8	0	0	0
9	0	0	0
10	The total of the 3 years amounts to less than 5		

Where highlighted in yellow above, as per NHS Digital rules, the Trust does not publish numbers lower than 5 as this could lead to the identification of the persons involved. Exemption Section 40(2) of the Freedom of Information Act is applied.

Types of Reason for cancellations:

CANCELLED BY HOSPITAL – DISCHARGED*
CHOOSE AND BOOK: BY PROVIDER-NOT SPECIFIED
CHOOSE AND BOOK: CANC BY PROVIDER, CLINIC CANCELLED*
CHOOSE AND BOOK: CANC BY PROVIDER, CLINIC OVERRUN
CHOOSE AND BOOK: CANC BY PROVIDER, OTHER REASON
CHOOSE AND BOOK: CANC BY PROVIDER, SLOT CANCELLED
P/B CANCELLED BY HOSPITAL - DISCHARGED
PB PROJECT - CANCELLED BY HOSPITAL
PROCEDURE CANCELLED - NO LONGER REQUIRED BY HOSPITAL

Where the Reason is identified with a * this indicates the majority of reasons for cancellation.

2. The number of appointments that were cancelled three or more times by hospitals, five or more times by hospitals and ten or more times by hospitals.

Please see table above.

3. The number of cancellations the single most frequently hospital-cancelled appointment had and the department where this appointment was due to take place.

The Trust does not publish numbers lower than 5 as this could lead to the identification of the persons involved. Exemption Section 40(2) of the Freedom of Information Act is applied.

For points 2 and 3, I'd like this information to not be limited to repeat cancellations occurring within the same year. For example, if an appointment was cancelled in November 2016, December 2016 and January 2017, this should appear in the stats for 2017 as an appointment cancelled three or more times.