

Ref: FOI/CAD/ID 3997

Please reply to:
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5 May 2017

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to cancelled operations 2014 – April 2017.

How many operations have been cancelled for non-clinical reasons IN THE 3 DAYS BEFORE a patient was due to be admitted?

Out of those cancellations, how many were rescheduled within 1 month?

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

Out of those cancellations, how many were rescheduled within the statutory time limit – e.g. 28 days?

Please provide this data by month for 2014, 2015, 2016 and 2017 - up to and including April 2017.

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

All planned or elective operations and day surgery

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*

Please see the following tables:

1-3 days

Maidstone Site

Specialty	Cancellation Reason	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Total	
Ophthalmology	Patient Cancelled	12	10	14	7	10	12	19	23	22	23	25	19	16	20	27	19	12	10	14	15	16	16	11	10	382	
	Cancelled by Surgeon/Anaesthetist	1	4	3	5	1	1	4	2	1	2	1	4	3	2	5	5		3	3	4	3		2	1	60	
	Hospital Cancellation Pre Admission	2		1	4	2	1	2	3	7		8	2	1	1		3	2	2	1	3	2	1	2	4	54	
	HospCanc-management decision	2	3		1		3	2		1	3	1		3	3			1	1	2	1	5	3	1	10	46	
	Patient unfit at POA	1	1		2	1			3	3	1	5	6	1	2		1	1		2	4				2	36	
	Patient Issues			1	3	2	2	2		2	3	2		2		2	1	1	1	1	1	2	1	1	4	34	
	Staff Issues	7							2			1	2			5	6				1	2	2		1	29	
	Hospital Cancelled at POA	1		1	3	2	1		1		1	3			1	2		2	1	1	2					22	
	Equipment Failure/Unavailability		1				1								1				3								6
	Lack of Time																		2								2
	Total		26	19	20	25	19	20	29	34	36	33	46	33	26	30	41	35	24	18	24	31	30	23	17	32	671
	Surgery	Cancelled by Surgeon/Anaesthetist	2		4	6	14	12	9	19	4	3	6	10	12	4	12	5	6	18	8	13	9	2	6	15	199
Patient Cancelled		6	8	10	8	6	8	9	2	4	6	11	6	6	6	4	10	5	5	3	7	2	5	7	2	146	
Bed Availability		4	8								4	11											31			58	
Hospital Cancelled at POA			3	1	3	1	3	1	2	4	4	7	1	1	2	5	1			1	3	2	2	2	1	50	
Hospital Cancellation Pre Admission		3	4	5	1	1		1	3	1	4		1				1	2	1				4	5	1	38	
Patient Issues		1		1	1		4		1	2		1		1		2				1	1	2		1		19	
Patient unfit at POA		2	1					1						2	3	1				1		2		1	2	16	
Equipment Failure/Unavailability		4		1																							5
Staff Issues												1	2	1											1		5
HospCanc-management decision			1	1	1									1													4
Clinically Unfit for Surgery on Day of Op							2																				2
Lack of Time							2																				2
Total		22	25	23	20	26	27	21	27	15	21	37	21	23	15	24	17	13	24	14	24	17	44	22	22	544	

Specialty	Cancellation Reason	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Total
Urology	Patient Cancelled	2	1	5	5	2	5	4	4	4	6	6	5	5		6	4	5	3	2	11	7	5	3	5	105
	Hospital Cancellation Pre Admission	3	3		2	3	1	2	4	1	3	6	4		3	5	8		9	6	1	6	16		2	88
	Patient unfit at POA	1	1	1	4	3	6	3	1	3	6	4	4	4	3	2	4	5	5	3	4	2	7	2	1	79
	Cancelled by Surgeon/Anaesthetist	1		3	1	2	1	2	2	1	1	3	1		1	1		3	3	1	5	3		1	1	37
	Patient Issues	2	2		1	2	1		2		1	1			1	1	2	1			1	2				20
	Hospital Cancelled at POA	1				1										1	1				2	1		4	3	14
	Staff Issues		1				1					2	1							3						8
	Equipment Failure/Unavailability				1											3						1				5
	Bed Availability		1									1														2
	Clinically Unfit for Surgery on Day of Op							1								1										2
Total		10	9	9	14	13	15	12	13	9	17	23	15	9	8	20	19	14	20	15	24	22	28	10	12	360
Pain	Patient Cancelled	5	10	12	9	7	6	3		3	9	5	5	11	6	8	4	6	8	7	9	14	12	15	9	183
	Hospital Cancellation Pre Admission	4	1	1	2	1	1	3	1	2	3	4	1	2	2	1	1		2		5	4	3	2		46
	Patient Issues	1	1	2			1	1			3				1	4	3	3	1	2	1	1	2	1		28
	Cancelled by Surgeon/Anaesthetist	7	1		2											1	2	1		1	2		1			18
	Staff Issues	2	8												1								1			12
	Hospital Cancelled at POA		1		1	1			1		1							1	1		1					8
	Lack of Time							1			1			1									1			4
	Clinically Unfit for Surgery on Day of Op	1	1	1							1															4
	HospCanc-management decision								1		1									2						4
	Patient unfit at POA		1					1									1							1		4
Total		20	24	16	14	9	8	9	3	5	19	9	6	14	10	14	11	11	12	12	18	19	20	19	9	311

Specialty	Cancellation Reason	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Total
T&O	Patient Cancelled	1	6	1		1	3	2	3		5	1	3		1	2	3		2		1	3	5	1	5	49
	Hospital Cancellation Pre Admission						3				8		1					6	1		1					20
	Patient unfit at POA			1					1		1	1	1			1		1	2				4			13
	Cancelled by Surgeon/Anaesthetist							1			2		2			1			1	3				1	1	12
	Bed Availability	2																					5	1		8
	Hospital Cancelled at POA																			1				4		5
	Equipment Failure/Unavailability	2																					1			3
	Patient Issues	1			1																					2
	Lack of Time		1									1														2
	HospCanc-management decision																						1			1
	Clinically Unfit for Surgery on Day of Op																		1							1
Total		6	7	2	1	1	6	3	4		16	2	7	1	1	4	3	7	7	4	1	4	16	7	6	116
Gynae	Patient Cancelled		1	2				1		1			1				1		2	1	1	2	2	1		16
	Cancelled by Surgeon/Anaesthetist	1						2								1	1			1	3		6			15
	Staff Issues					5					2											1				8
	Hospital Cancellation Pre Admission								1										1	1	1			2	2	8
	Hospital Cancelled at POA											1	1						1	1	2					6
	Bed Availability										4												1			5
	Patient Issues				1					1					1				2							5
	Patient unfit at POA		1		1																					2
	HospCanc-management decision												1													1
	Clinically Unfit for Surgery on Day of Op								1																	1
Total		1	2	2	2	5		3	2	2	6	1	2	1	1	1	2		6	4	8	2	9	3	2	67

Specialty	Cancellation Reason	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Total
ENT	Patient Cancelled	1		2		1	1	1	1		1	2		1	3	3	2	1			2			1		23
	Hospital Cancellation Pre Admission			1								1				1	1	3		2				1		10
	Cancelled by Surgeon/Anaesthetist							1	1	1											2				2	7
	Patient Issues																1	1			1					3
	Hospital Cancelled at POA												1				1									2
	HospCanc-management decision																1		1							2
	Staff Issues					2																				2
Total		1		3		3	1	2	2	1	1	3	1	1	3	4	5	5	2	2	5			2	2	49
Gynae Onc	Cancelled by Surgeon/Anaesthetist	1						1		1			1	2	1	2	1	1		4	1	1	2			19
	Patient Cancelled						2							1	2	1						1				7
	Patient Issues			1					1					1								1				4
	Equipment Failure/Unavailability																3									3
Total		1		1			2	1		2			1	4	3	3	4	1		4	2	2	2			33
Paediatrics	Patient Cancelled	3				2		1						1			1					2			1	11
	Cancelled by Surgeon/Anaesthetist						5																2			7
	Hospital Cancellation Pre Admission					1																	3			4
	Lack of Time																		2							2
	Hospital Cancelled at POA						1																			1
Total		3				3	6	1						1			1		2			2	5		1	25

Tunbridge Wells Hospital Site

Specialty	Cancellation Reason	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Total	
T&O	Hospital Cancellation Pre Admission	10	22			11	9	4	34	39	109	57	18	2	3	4	3	8	17	1	4	19	12	20	3	409	
	Bed Availability	18	2		3	2	7	3	12	8	42	23	3					2		1	2	1	9	6	1	145	
	Patient Cancelled	3	2	4	4	2	4	7	8	1	1	1	1		2	2	1	5		3	4	2	2	6		65	
	Cancelled by Surgeon/Anaesthetist	2	1	4	2	3	5	2	2	2		1		1		1	5	3	2	5	2	1			1	45	
	Patient unfit at POA	3	2	4	1	1	3	2	3	2		1	2		1	3	1	3	2	1	1	1	2			39	
	Staff Issues	4		4	1									5								6	4		4	28	
	HospCanc-management decision							2			1				1	1		16	1	1						23	
	Hospital Cancelled at POA		2	1	1							1	2	1	1				1		1	3	2			16	
	Equipment Failure/Unavailability	1							1	3						1						2					8
	Patient Issues			1						1							1										3
	Total		41	31	18	12	19	28	21	63	52	153	84	26	9	9	12	10	37	23	12	16	33	31	32	9	781
Gynae	Bed Availability	12	14	2	8	1	4	1	6	16	68	69	26	3			7	9	26	2		12	38	32	2	358	
	Hospital Cancellation Pre Admission	3			5	3	2	1	4	2	7	2	1				1	1	1		1	5	31	5	9	84	
	Patient Cancelled	2	1		1	2	2	1	2		2	2	1	1	1		3	5	2	2	8	4	1	3	2	48	
	HospCanc-management decision	2							2		6						1	17	2	2	1		4			37	
	Cancelled by Surgeon/Anaesthetist					1		1		1		1			1	1	1	2	2	1	4		1	1		18	
	Staff Issues	8			2				2													3		3		18	
	Patient Issues								1		2	1			1							2					7
	Patient unfit at POA																				1	1	1				3
	Hospital Cancelled at POA					1							1								1						3
	Lack of Time																			1			1				2
Total		27	15	2	16	8	8	5	16	19	85	75	29	4	3	1	13	34	34	7	21	23	79	41	13	578	

Specialty	Cancellation Reason	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Total
ENT	Hospital Cancellation Pre Admission	6	11	3	5	3	6		2	11	38	50	17	3		2		7	15		1	5	30	25	2	242
	Patient Cancelled	4	3	3	5	4	4	8	5	4	6	3	1	1	7	6	2	6	4	2	3	2	2	1	1	87
	Bed Availability	1	10		3				3	3	19	10	1	1				3	2				14	1		71
	HospCanc-management decision				1	2			1		11	1	1	1		1	1	11				1	5	3		40
	Cancelled by Surgeon/Anaesthetist	1		2	4	3	1	3		1	2			3	2	1	3		5	1			1	2	1	36
	Hospital Cancelled at POA	1			2	2		2	1					1							1			1		11
	Staff Issues								1		3	3							2							9
	Lack of Time									1	3						1	1						1		7
	Clinically Unfit for Surgery on Day of Op					1	1	1																		3
	Patient unfit at POA	1																		2						3
	Patient Issues	1																					1			2
	Equipment Failure/Unavailability														1											1
Total		15	24	8	20	15	12	14	13	20	82	67	20	10	10	10	7	28	28	5	5	8	53	34	4	512
Surgery	Bed Availability	7	3		2				2	9	35	23	16	3				2	5			6	7			120
	Hospital Cancellation Pre Admission	7	7	3	3	1	6			2	9	3	1			1							16	19	4	82
	Patient Cancelled		3	5	1	4	2	1	2	2	1	3	1	4	1		1	6			2		4	2		45
	Cancelled by Surgeon/Anaesthetist				1			1	1	2	2		4	4	1	4	5	1			2	7	5	1	3	44
	Hospital Cancelled at POA		1			1	1			1								1	1	1	1		2			10
	HospCanc-management decision			2			3					2							2							9
	Patient Issues	1	1	2		1						1	1		1											8
	Patient unfit at POA						1						1							1	3					6
	Clinically Unfit for Surgery on Day of Op			1								1														2
	Staff Issues	1																								1
	Equipment Failure/Unavailability																	1								1
Total		16	15	13	7	7	13	2	5	16	47	33	24	11	3	5	6	11	8	2	8	13	34	22	7	328

Specialty	Cancellation Reason	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Total
Urology	Hospital Cancellation Pre Admission	2	1				1	1	2	3	4	12	10					6	5	1	4	7	10	7		76
	Patient Cancelled		1			1	1					1	1			1		4				1		1	2	14
	Cancelled by Surgeon/Anaesthetist	1	1											1								2			1	6
	Staff Issues											2										3				5
	Patient unfit at POA	1			1										1									1		4
Total		4	3	1	1	2	1	2	3	4	15	11	1	1	1	10	5	1	4	13	10	9	3	105		
Ophthalmology	Patient Cancelled	3	5	3	4	1	3	4	4	5		3	2	1	2	3	3	1	4		1	3	4		4	63
	Hospital Cancellation Pre Admission	1		1	1		1						1								2		1	2		10
	Patient Issues				2							1		1	1											5
	Bed Availability										1	2							2							5
	HospCanc-management decision			1	1		1				1															4
	Cancelled by Surgeon/Anaesthetist				1				1	1				1												4
	Staff Issues			4																						4
	Hospital Cancelled at POA										1						1									2
	Patient unfit at POA																1									1
Total		4	5	9	9	1	5	4	5	7	2	6	3	3	3	5	3	1	6		3	3	5	2	4	98
Obstetrics	Hospital Cancellation Pre Admission			3		1								2			2				3				1	12
	Patient Issues													1							1					2
	Patient Cancelled																1	1								2
	Bed Availability																							1		1
Total			3		1									3			3	1			1	3		1	1	17

Maidstone Total	90	86	76	76	79	85	81	85	70	113	121	86	80	71	111	97	75	91	79	113	98	147	80	86	2176
Tunbridge Wells Hospital Total	107	93	53	65	52	68	47	104	117	373	280	113	41	29	34	42	122	104	27	58	96	212	141	41	2419

Total Cancelled Elective Lists Days 1-3	197	179	129	141	131	153	128	189	187	486	401	199	121	100	145	139	197	195	106	171	194	359	221	127	4595
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On Day Cancellations

Cancellation Reason Description	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Total
Beds Not Available	20		1	1	4		3	2	2	4	8	5	50
Staffing Issues	1	2	9	1	3	7	4	5	1	4	5	1	43
Theatre List delays	4	5	5	8	4	1	8	14	10	7	10	12	88
Equipment Issues		2	4	2	6	2					2		18
Patient Cancellations	64	61	50	68	55	60	55	35	53	47	52	51	651
Admin Error	8	6	4	4	5	8	8	4	4	7	2	2	62
Hosp Canc Pre Adm Date - PCT Decision													0
HospCanc-management decision(see comments field)	12	1	1	1		1				2		1	19
Total	109	77	74	85	77	79	78	60	70	71	79	72	931

Cancellation Reason Description	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Total
Beds Not Available	5	1	3	4		7	5	14	23	8	5	8	83
Staffing Issues	5	4	2	5	6	6	3	2	6	7	5	10	61
Theatre List delays	1	1	5	3	6	7	7	9	7	4	6	8	64
Equipment Issues		1	1	1	2		2	1		1	4	2	15
Patient Cancellations	55	55	53	59	41	58	46	35	64	52	35	50	603
Admin Error	1	5	2	5	4	6	5	2	6	4	5	6	51
Hosp Canc Pre Adm Date - PCT Decision									1				1
HospCanc-management decision(see comments field)		2	1	1		1	1		1			4	11
Total	67	69	67	78	59	85	69	63	108	76	60	88	889

Cancellation Reason Description	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Total
Beds Not Available	3	11	1	5	7	1	1	11	8	6	10	7	71
Staffing Issues	1	3	1	5	17	1	4		2	9		7	50
Theatre List delays	12	7	6	12	12	9	6	5	2	13	4	10	98

Equipment Issues	6	1		1		1		7	1		1	1	19
Patient Cancellations	40	38	45	62	55	73	40	39	59	45	44	42	582
Admin Error	7	1	5	7	4	1	2	3	7	2	2	2	43
Hosp Canc Pre Adm Date - PCT Decision													0
HospCanc-management decision(see comments field)		1		1	2	2		1		4	5		16
Total	69	62	58	93	97	88	53	66	79	79	66	69	879

Cancellation Reason Description	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Total
Beds Not Available	1	4	1	21	23	15	2	21	32	66	10	24	220
Staffing Issues	5	3	8	7	1	5	3	5	6	6	7	5	61
Theatre List delays	7	8	13	9	7	8	11	14	8	3	5	14	107
Equipment Issues			3	1		1	2	2	1	2		1	13
Patient Cancellations	59	36	59	54	51	51	62	58	55	48	48	46	627
Admin Error	4	4	2	2	2	5		4	2	4	5	3	37
Hosp Canc Pre Adm Date - PCT Decision									1				1
HospCanc-management decision(see comments field)		2	1			1		1	5		1	1	12
Total	76	57	87	94	84	86	80	105	110	129	76	94	1078

Chairman: David Highton Chief Executive: Glenn Douglas
[Trust Headquarters](#): Maidstone Hospital, Hermitage Lane, Maidstone, Kent ME16 9QQ
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