

Ref: FOI/GS/ID 5670

Please reply to:
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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 Ophthalmology appointments.

You asked:

- 1. How many post-op Ophthalmology appointments should have taken place in the winter of 2018/19?*
- 2. Of these how many did not take place due to "winter pressure"?*
- 3. How many Ophthalmology appointments were missed in the year 01 April 2018 to 31 March 2019 due to patients failing to attend?*
- 4. How many Ophthalmology appointments were missed in the year 01 April 2018 to 31 March 2019 due to mistakes that were the fault of the hospital – i.e. patients advising that they were unable to attend, but the booking not being properly cancelled?*

Trust response:

Please note - We do not have information about whether the appointment was post op or not or why the appointment was cancelled so we are unable answer questions 1 & 2 without the manual checking of individual patient records. The Trust has estimated that it will cost more than the appropriate limit to consider this part of your request. The appropriate limit is specified in regulations and represents the estimated cost of one person spending 3½ working days in determining whether the Trust holds the information, locating, retrieving and extracting the information. Under Section 12 of the Freedom of Information Act 2000 the Trust is not obliged to comply with this part of your request and we will not be processing this part of your request further.

3. Shows the ophthalmology outpatient activity split into New & Follow Up Appointments.
4. Shows the number of hospital cancellations & patient cancellations.

3.

Specialty	OPHTHALMOLOGY															
Sum of Count		Month														
New/FU	Att/DNA/CNC	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	Total		
NEW	Attended	2,096	2,073	2,064	2,119	1,881	2,030	2,506	2,252	1,838	2,177	1,853	1,797	24,686	66.4%	
	Cancelled	702	713	925	860	784	721	869	870	787	923	886	1,018	10,058	27.1%	
	DNA	200	192	168	224	192	196	251	230	178	234	167	167	2,399	6.5%	
			2	1			2	4	2		1	1	4	17		
NEW Total		2,998	2,980	3,158	3,203	2,857	2,949	3,630	3,354	2,803	3,335	2,907	2,986	37,160		
FOLLOW-UP	Attended	5,418	5,603	5,285	5,335	4,756	5,208	5,914	5,895	4,875	5,943	5,344	5,115	64,691	67.1%	
	Cancelled	2,239	2,074	2,205	2,342	2,675	2,056	2,332	2,027	1,911	2,338	2,015	1,993	26,207	27.2%	
	DNA	521	497	430	501	448	401	479	480	366	543	407	369	5,442	5.6%	
		3	3	6	5	8	6	2	2	6	2	1	9	53		
FOLLOW-UP Total		8,181	8,177	7,926	8,183	7,887	7,671	8,727	8,404	7,158	8,826	7,767	7,486	96,393		
Total		11,179	11,157	11,084	11,386	10,744	10,620	12,357	11,758	9,961	12,161	10,674	10,472	133,553		

4.

Specialty	OPHTHALMOLOGY															
Att/DNA/CNC	Cancelled															
Sum of Count		Month														
New/FU	CancelBy	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	Total		
NEW	H	372	326	500	454	420	339	376	393	387	496	502	639	5,204	51.7%	
	P	330	387	425	406	364	382	493	476	399	424	384	379	4,849	48.2%	
	(blank)								1	1	3			5		
NEW Total		702	713	925	860	784	721	869	870	787	923	886	1,018	10,058		
FOLLOW-UP	H	1,282	1,054	1,178	1,302	1,664	1,044	1,319	1,009	860	1,221	1,026	1,131	14,090	53.8%	
	P	955	1,019	1,027	1,040	1,010	1,011	1,011	1,017	1,048	1,117	989	861	12,105	46.2%	
	(blank)	2	1			1	1	2	1	3			1	12		
FOLLOW-UP Total		2,239	2,074	2,205	2,342	2,675	2,056	2,332	2,027	1,911	2,338	2,015	1,993	26,207		
Total		2,941	2,787	3,130	3,202	3,459	2,777	3,201	2,897	2,698	3,261	2,901	3,011	36,265		

