

Ref: FOI/GS/ID 7576

**Please reply to:**  
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08 August 2022

## **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 appointment cancellations.

*You asked:*

*Please could you confirm how many outpatient appointments at your trust were cancelled, postponed or rescheduled for the reason that the patient's case notes were missing or lost?*

*Please can I have at least three separate figures: a total for each of the following 12-month time periods and monthly sub-totals if possible:*

- *April 1 2021 - March 31 2022*
- *April 1 2020 - March 31 2021*
- *April 1 2019 - March 31 2020*

Trust response:

The Trust does not have a specific coding on our patient administration system which would allow us to identify this as a reason for cancellation. It may be possible that this information has been entered into a patients record but in order to confirm this each patient record would need to be manually checked by a clinical staff member. 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 your request further.