

Ref: FOI/GS/ID 7612

Please reply to:
FOI Administrator
Trust Management
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www.mtw.nhs.uk

28 October 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 hospital-initiated cancellation of appointments.

You asked:

- 1. How many hospital-initiated outpatient appointment cancellations were there in a) 2018, b) 2019, c) 2020, d) 2021 and e) the year to August 8, 2022? Hospital-initiated cancellations is defined as an appointment cancelled by the hospital rather than a patient.*
- 2. How many outpatient appointments faced hospital-initiated cancellations of a) three or more times, b) five or more times and c) ten or more times. Please supply these for the years a) 2018, b) 2019, c) 2020, d) 2021 and e) the year to August 8, 2022.*
- 3. What is the most an appointment has faced hospital-initiated cancellations in the years a) 2018, b) 2019, c) 2020, d) 2021 and e) the year to August 8, 2022? Please identify the department which cancelled the appointment.*

Trust response:

1.

Year	Hospital Cancellations
2018	82135
2019	98298
2020	103457
2021	104588
2022	67462

2. The way the Trust data is currently structured does not allow us to effectively report on the number of cancellations per patient between hospital-initiated and patients who did not attend appointments. 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 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 this part of your request further.

3. The way the Trust data is currently structured does not allow us to effectively report on the number of cancellations per patient between hospital-initiated and patients who did not attend appointments. 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 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 this part of your request further.