

Freedom of Information Act 2000 - Request Reference Fol/20/117
Late Cancellations in Surgery

Request details

I am making this request under the Freedom of Information Act 2000.

Can you forward a copy of Cardiff and Vale UHB policy on late cancellations in relation to surgery.

Response details

Please see the procedure in the pages below.



GIG
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Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board

Procedure For the cancellation of patients in the operating theatre environment

Reference No:	68	Version No:	5	Previous Trust / LHB Ref No:	
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Documents to read alongside this Policy , Procedure etc (delete as necessary)	
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Classification of document: Departmental

Area for Circulation: Peri-Operative Directorate

Author/Reviewee: [REDACTED]

Executive Lead: [REDACTED]

Group Consulted Via/ Committee: Directorate policy & procedure group

Approved by: Directorate policy & procedure group

Date of Approval: March 2005

Date procedure was reviewed: July 2018

Date of next review: Aug 2021

Disclaimer

When using this document please ensure that the version you are using is the most up to date either by checking on the UHB database for any new versions. If the review date has passed please contact the author.

OUT OF DATE POLICY DOCUMENTS MUST NOT BE RELIED ON

Version Number	Date of Review Approved	Date Published	Summary of Amendments
1	March 2005	May 2005	New procedure
2	May 2008	Dec 2008	Reviewed
3	Dec 2011	Jan 2012	Rolled over
4	June 2012	June 2015	Rolled over
5	July 2015	Aug 2015	Rolled over
6	Aug 2018	Aug 2018	Rolled over

INTRODUCTION

This procedure will prevent a patient from being nil by mouth longer than necessary, provide accurate information for audit, allow rescheduling in a timely manner and provide effective communication between all areas.

A patient may be cancelled at short notice as a result of but not limited to;

- Being unfit for anaesthesia or surgery
- No critical care/ward bed available
- Lack of personel
- Lack of time
- An emergency taking priority
- Unforeseen circumstances
- Patient non-compliance

	ACTION	RATIONALE
(a)	The decision to cancel must be made as early as possible.	To allow the patient to be fed as soon as possible, to prevent dehydration and malnourishment.
(b)	Once the decision has been made to cancel or reschedule a patients operation it is the responsibility of the person in charge of that theatre to make sure that the ward, reception, recovery and all relevant departments involved in that patients peri-operative care are informed, these could include but are not limited to critical care, laboratories, bloodbank, x-ray.	To allow the patient to be given food and fluids by the ward staff. To maintain communication, accurate records and allow departments to reschedule their workload. To enable bed re-allocation
(c)	It remains the responsibility of the surgeon (main theatres UHW all theatres in UHL) and SSSU ward staff to explain the cancellation to the patient as soon as possible. The surgeon will explain at a convenient time during their list.	To provide the patient with accurate information and reassurance
(d)	All printed operating lists within the theatre department must be amended to show that the patient has been cancelled.	All areas are aware of any changes to the operating list
(e)	The medical team remains responsible for cancelling all services booked for that patient eg. x-ray	To avoid mistakes in communication.

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(f)	If a patient has been cancelled at short notice due to; <ul style="list-style-type: none">• Lack of time• Lack of theatre staff (anaes/scrub/medical)• Lack of equipment• Patient not fit for surgery/anaesthetic• Other directly relating to theatre/SSSU Then a root cause analysis form must be completed as appendix.	To maintain records for audit
(g)	When a decision has been made to cancel the duty manager must be informed	To maintain communication

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<p>(h)</p>	<p><u>SSSU</u></p> <p>The duty manager will;</p> <ul style="list-style-type: none"> • check the patient status on the waiting list • Liase with the pre operative assessment (POA) team • If the patient is a breach patient then immediately inform the service manager /assistant directorate manager or in their absence the senior nurse who will liase with the relevant speciality directorate. <p>POA team will;</p> <ul style="list-style-type: none"> • Redate the patient prior to the patient leaving the department wherever possible, and liase with the directorate if no capacity • If patient cancellation is due to non-compliance then a new date will be sent in the post. In endoscopy a mutually agreed date will be arranged prior to discharge. • Inform the coordinators of the cancellation to update PMS <p>Reception will amend and record reasons for cancellation electronically. Details will also be recorded in a file at the reception desk.</p> <p>The ADM/service manager will complete a root cause analysis form and hand it back to the POA team</p>	<p>To determine whether routine elective, clinical urgency or target breach. To arrange a new date</p> <p>To reduce the number reportable breaches</p> <p>To give as much notice as possible to the patient</p> <p>To comply with trust policy</p> <p>To maintain accurate and complete records on PMS</p> <p>To maintain accurate and complete records</p> <p>To identify root causes through audit</p>
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**APPENDIX
SURGERY SERVICE GROUP**

**Root Cause Analysis of Cancelled Operations
(Excluding bed related cancellations, CNAs and DNAs)**

Directorate	
Date of cancellation	
Patient Name & Hospital Number (if no addressograph available)	
In Patient/Day Case/SSSU/DOSA	
Theatre list	
Surgeon	
Reason for cancellation	
<p>Details of pre-assessment Date of PAC</p> <p>Type of PAC</p> <ul style="list-style-type: none"> • Nurse led • Junior Doctor led <p>Anaesthetic Advice sought? Name of Anaesthetist</p>	
<p>Timelines in pathway if available <i>Eg</i> <i>Date booked by secretary</i> <i>Date schedule given to SSSU</i> <i>Date patient letter generated</i> <i>Date patient received letter</i></p>	
<p>Summary of findings(was the above "reason for cancellation" accurate – if not – amended reason. Was the cancellation avoidable)</p> <p>To be agreed by DM/Cons</p>	
%Utilisation of the list this patient was on	
<p>Actions arising (What, by whom, date for completion)</p>	
Completed by	
Directorate Review	