

Freedom of Information Act 2000 – Request Reference FoI/24/139

Cancellation Data

Does your trust capture data relating to “on the day cancellations” or “aborted appointments” for outpatient appointments?

Eg: Patient required a translator and one was not provided, patient attended their appointment without the required preparation, required staff not available etc. - all of these scenarios would lead to an appointment being cancelled/aborted on the day

Please provide either the % number or total number of “on the day cancellations/aborted appointments” during the past 12 months – as per the below services.

Service/Department	On The Day Cancelations
General Surgery Service	6.2%
Urology Service	1.7%
Trauma and Orthopaedic Service	7.1%
Ear Nose and Throat Service	5.2%
Ophthalmology Service	8.8%
Oral Surgery Service	3.0%
Neurosurgical Service	0.6%
Plastic Surgery Service	N/A
Cardiothoracic Surgery Service	0.6%
General Internal Medicine Service	3.4%
Gastroenterology Service	2.8%
Cardiology Service	2.2%
Dermatology Service	4.0%
Respiratory Medicine Service	2.5%
Neurology Service	1.7%
Rheumatology Service	1.9%
Elderly Medicine Service	2.3%
Gynaecology Service	4.5%
Other - Medical Services	0.2%
Other - Mental Health Services	9.0%
Other - Paediatric Services	7.2%
Other - Surgical Services	2.8%
Other - Other Services	22.3%
Radiology/Imaging	N/A
Respiratory physiology - Sleep Studies	0.0%
Urodynamics - Pressures & Flows	N/A
Endoscopy	N/A
Trust Average	N/A

Please note that the above figures only relate to booked outpatient appointments, i.e. they do not include D&T.

Booked appointments are appointments which are attended, cancelled, or DNA'd – we are unable to identify 'aborted' appointments.

The percentage per specialty reflects the make-up of the overall total number of on-the-day cancellations.