

Freedom of Information Act 2000 - Request Reference FoI/21/091
Cancelled Appointments/DNA

Request details

I write regarding a Freedom of Information request on missed cancer appointments and would be grateful for the following information:

1. The number of "no show" appointments for cancer treatments in October, November, December and January 2020;
2. The number of cancelled appointments for cancer treatments in October, November, December and January 2020, which have been cancelled by the patient;
3. The number of cancelled appointments for cancer treatments in October, November, December and January 2020, which have been cancelled by the Health Board/hospitals/consultants/treatment specialists.

Response details

In completing a search for the information requested, Cardiff and Vale University Health Board (the UHB) has confirmed that this information is not centrally recorded or collated. In order to accurately identify treatments in an Outpatient setting would require a manual search through individual patient records and the UHB considers that this would exceed the limit set within regulations for responding to a request. The UHB has therefore relied upon the Section 12 exemption ('Exemption where cost of compliance exceeds appropriate limit') of the Freedom of Information Act 2000 and is refusing your request.

The UHB has estimated that to complete the work needed to respond to this request would exceed the time limit as set within regulations to respond to a Freedom of Information Act request. Under the Act there is an allowance of two and a half days, or 18 hours, to comply with a request and the cost limit set within the fees regulations for this amount of work (18 hours) is £450 for the UHB. The fees regulations specify that the cost of complying with a request must be calculated at the rate of £25 per hour.