

Our Ref: 309/2022

August 2022

Re: Your request made under the Freedom of Information Act 2000

Please can I request (under the FOIA 2000):

I am requesting information of hospital-initiated cancellation of appointments

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.*

*For points 2 and 3, I'd like this information to not be limited to repeat cancellations occurring within the same year. For example, if an appointment was cancelled in November 2019, December 2019 and January 2020, this should appear in the stats for 2019 as an appointment cancelled three or more times.

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Response:

1.

Year	Number cancelled by Hospital
2018	102474
2019	99040
2020	146085
2021	85627
2022 (to 8th August)	67571

Please note that these figures should be seen in the context that there are around 40000 attended outpatients a month and also that Covid-19 had an impact on the number of cancellations in 2020. Please also note that some hospital initiated cancelled appointments may be due to factors which are out of the control of the hospital.

2. and 3. We are unable to answer these questions as the appointment information is not collated in that way. It would require examining individual records to determine whether a later cancelled appointment related to a previous cancelled appointment which would exceed the legal time limit under section 12