

Reference Number: FOI202223/226
From: Private Individual
Date: 09 August 2022
Subject: number of hospital-initiated outpatient appointment cancellations

I am requesting information of hospital-initiated cancellation of appointments. Hospital-initiated cancellations is defined as an appointment cancelled by the hospital rather than a patient.

*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 2017 as an appointment cancelled three or more times.

Q1 How many hospital-initiated outpatient appointment cancellations were there in
 a) 2018
 b) 2019
 c) 2020
 d) 2021
 e) the year to August 8, 2022?

A1
 a. 43,509
 b. 49,104
 c. 53,081
 d. 39,590
 e. 27,353

Q2 How many outpatient appointments faced hospital-initiated cancellations of
 a) three or more times,
 b) five or more times
 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.*

A2

Calendar Year	3+ times	5+ times	10+ times
2018	26	0	0
2019	35	0	0
2020	77	0	0
2021	101	Information exempted under Section 40: Personal data. Providing this information would likely identify individuals involved.	
2022	66	0	0

Q3 What is the most an appointment has faced hospital-initiated cancellations in the following years. Please identify the department which cancelled the appointment.*
 a) 2018

- b) 2019
- c) 2020
- d) 2021
- e) the year to August 8, 2022? Please identify the department which cancelled the appointment.*

- A3
- a. Information exempted under Section 40: Personal data. Providing this information would likely identify individuals involved.
 - b. Information exempted under Section 40: Personal data. Providing this information would likely identify individuals involved.
 - c. Information exempted under Section 40: Personal data. Providing this information would likely identify individuals involved.
 - d. 5
 - e. Information exempted under Section 40: Personal data. Providing this information would likely identify individuals involved.

The above figures are totals and a departmental break down has not been provided as the Trust is unable to respond to all or specific elements of requests where the response would indicate five or less individuals. The Trust is withholding this information under Section 40 (Personal Information) of the Freedom of Information Act (FOIA) 2000 to reduce the risk of any individuals being identified. The Trust is of the view that disclosure of such information would significantly increase the risk of individuals being identified and as such would constitute a breach of their personal data.

The Trust has applied exemption Section 40(2) of the FOIA and is therefore withholding the information as disclosure which may identify an individual would breach their rights under the Data Protection Act 2018. The grounds for application of this exemption include:

- Any data relating to patients or staff is third party data, furthermore health data is classified as sensitive personal data within the Data Protection Act 2018. As such, Section 40 (2) of the FOIA applies along with the Trusts duty of confidentiality. Therefore under s.2 (3) (f) (ii) of the FOIA, there is an absolute exemption from disclosure on the grounds that it would contravene the First Data Protection Principle.
- The Trust has a duty under the Data Protection Act 2018 and specifically the First Data Protection Principle to ensure personal data regarding staff and patients is processed fairly and lawfully. Disclosure of such data which may identify an individual, either through the data alone or other data in conjunction with that data which may identify an individual would therefore breach this principle.
- The Data Protection Act 2018 defines sensitive personal data to include data relating to the “physical or mental health or condition” of a person. Any such information about specific individuals falls within this category and disclosure of such data including statistical data, with any potential likelihood of identification would breach the Data Protection Act 2018