

Reference Number: FOIAH2324/664
From: Private Individual
Date: 20 February 2024
Subject: On the day cancellations data

Q1 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.

A1 Please note the specialties greyed out at the bottom of the table do not exist as a specialty on their own however, this data is likely to be captured within the other specialties apart from adult/elderly which is not applicable to the Trust.

Service/Department	No. of 'On The Day Cancellations'	% 'On The Day Cancellations'
Cardiology Service	79	0.66%
Cardiothoracic Surgery Service	12	2.19%
Dermatology Service	97	0.85%
Ear, Nose & Throat Service	119	1.22%
Ophthalmology Service	102	0.66%
Gastroenterology Service	33	0.60%
Gynaecology Service	13	1.11%
Neurology Service	72	1.44%
Neurosurgical Service	0	0
Trauma & Orthopaedic Service	226	1.15%
Oral Surgery Service	21	1.02%
Other - Paediatric Surgery Service	48	0.85%
Plastic Surgery Service	86	0.92%
Radiology/Imaging	0	0
Respiratory Medicine Service	93	1.15%
Rheumatology Service	25	0.65%
Urodynamics	0	0
Urology Service	80	1.60%
Elderly Medicine Service	N/A	N/A
Endoscopy	N/A	N/A

General Internal Medicine Service	N/A	N/A
General Surgery Service	N/A	N/A
Other - Medical Service	N/A	N/A
Other - Mental Health Service	N/A	N/A
Other - Other Services	N/A	N/A
Other - Surgical Service	N/A	N/A
Respiratory physiology - Sleep Studies	N/A	N/A