



**University Hospitals  
of North Midlands**  
NHS Trust

**Royal Stoke University Hospital**  
**Data, Security and Protection**  
Newcastle Road  
Stoke-on-Trent  
Staffordshire  
ST4 6QG

Ref: FOIA Reference 2022/23-257

Date: 3<sup>rd</sup> October 2022

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing to acknowledge receipt of your email dated 9th August 2022 requesting information under the Freedom of Information Act (2000) regarding Hospital-initiated cancellation of appointments.

**The University Hospitals of North Midlands Trust is committed to the Freedom of Information Act 2000.**

**However, the NHS is facing unprecedented challenges relating to the coronavirus (COVID-19) pandemic at the current time. Understandably, our resources have been diverted to support our front-line colleagues who are working tremendously hard to provide care for our patients, and to those in need of our services.**

**We strive to be transparent and to work with an open culture. But at this time, whilst care of our patients and the safety of our staff takes precedent, it is likely that responses to some requests for information will be delayed. We apologise for this position in advance, and will endeavour to provide you with as much information as we can, as soon as we are able.**

**The Information Commissioners Office has recognised the current situation in the NHS.**

On 10<sup>th</sup> August 2022 we contacted you via email as we required the following clarification:

How we can include 2019 and 2020 into 2017 figures?

On 16<sup>th</sup> August 2022 you replied via email with:

*'Thanks for reaching out - it was an extremely frustrating typo!*

*The real sentence should read:*

*"\*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 2020 as an appointment cancelled three or more times."*



Does that make more sense?

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 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? A hospital-initiated cancellation is defined as an appointment cancelled by the hospital rather than a patient.**

A1 See below:

Year	Total
2018	145884
2019	162133
2020	170813
2021	127522
2022	101361

**Q2 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.\***

A2 Please note – we have counted the number of hospital cancellations against the referral ID and have allocated the year to that of the last hospital cancellation as per the clarifications of the requester

Row Labels	2018	2019	2020	2021	2022	Grand Total
3 PLUS	15673	26492	35052	29974	29876	137067
5 PLUS	2861	8225	14364	17982	24956	68388
10 PLUS	89	614	1548	2539	5812	10602
Grand Total	18623	35331	50964	50495	60644	216057

**Q3 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.**

A3 The results from Q2 have been used to answer this question.

- 2018 – 15 hospital cancellations against the same referral ID – this was for the specialty Anaesthetics.
- 2019 – 28 hospital cancellations against the same referral ID – this was for the specialty Gastroenterology.
- 2020 – 23 hospital cancellations against the same referral ID – this was for the specialty Ophthalmology.
- 2021 – 36 hospital cancellations against the same referral ID – this was for the specialty Clinical Oncology.
- 2022 – 37 hospital cancellations against the same referral ID – this was for the specialties Ophthalmology.

\*\* included within the figures will be Hospital Initiated Cancellations which relate to administrative reasons such permanent changes to clinics, converting slots to ensure the patient are in the correct appointment. It is also important to note that some patients have a series of appointments booked at once, for example an appointment every week for three months. These are timed appointments, so if the first appointment is cancelled by the patient or the hospital, every appointment in the sequence needs to be cancelled and rebooked in order to maintain the sequence.

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

***UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.***

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

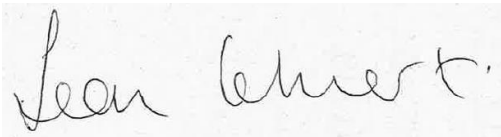
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



Jean Lehnert  
**Data, Security & Protection Manager**