

Ref: FOIA Reference 2019/20-115

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 13th June 2019

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 30th May 2019 requesting information under the Freedom of Information Act (2000) regarding Hospital-initiated appointment cancellation.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHM) 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 For each of the past three complete calendar years - i.e. 2016, 2017, 2018:

The total number of hospital-initiated outpatient appointment cancellations - i.e. cases where the hospital has cancelled the appointment

A1 Please see below:

Outcome	2016	2017	2018	Total
4 - Cancelled by Hospital	109864	129254	145384	384502

Q2 The number of appointments that were cancelled three or more times by hospitals, five or more times by hospitals and ten or more times by hospitals.

A2 The Trust uses a national reporting system called “Medway Patient Administration System”, whilst cancelled appointments are recorded in these systems not all of the information you have requested is recorded in the format you are requiring for all these years and would therefore require us to extrapolate information from this system and from each individual patient notes to create a new report to provide this. The FOI Act covers information held by the Trust, and we are not obliged to create new information in order to answer an FOI request, As well as creating new information, this would also take in excess of the 18 hours allowed for under the FOI Act, and would therefore be exempt under section 12: *cost of compliance is excessive*.

In addition to the section 12 exemption the Trust is also applying section 14 (1) exemption: *oppressive burden on the authority*.

Q3 The number of cancellations the single most frequently hospital-cancelled appointment had and the department where this appointment was due to take place.

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 2016, December 2016 and January 2017, this should appear in the stats for 2017 as an appointment cancelled three or more times.

A3 As answer 2.

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

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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.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



**University Hospitals
of North Midlands**
NHS Trust

Jean Lehnert
Information Governance Manager

