



Ref: FOIA Reference 2018/19-506

Date: 11th January 2019

Tel: 01782 676474

Email FOI@uhn.nhs.uk

Dear

I am writing in response to your email dated 22nd November 2018 requesting information under the Freedom of Information Act (2000) regarding missed elective day surgery appointments. I sincerely apologise for the delay in responding.

I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because the information requested in your questions for 2016 is not held centrally, but may be recorded in individual health records. In order to confirm whether this information is held we would therefore have to individually access all health records within the Trust and extract the information where it is present. We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all health records and then extracting relevant information would take longer than the 18 hours allowed for.

Under section 16 of the FOI Act we are required to provide requestors with advice and assistance where possible. We would therefore like to advise you that your request is shortened to just the years we have electronic information for (2017 and 2018) we are able to comply within the 18 hour time frame. In order to avoid delay to your response we have provided this below.

On 23rd November 2018 we contacted you via email as required clarification on what you mean by “missed elective day surgery appointment”? are you referring to a “missed day-case admission” or an “missed outpatient appointment”

You replied via email the following:

“I am referring to “missed daycase admission”.”

As of 1st 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 Can you please tell me how many patients have missed elective day surgery appointments in the last three years (2016, 2017 and 2018 to date) due to failing to turn up without notice?

A1 Please see below: information not held electronically prior to 2017 (2016 = section 12 exemption as detailed above).

January 2017- December 2017	1313
January 2018- October 2018	953
TOTAL	2266

Q2 Can you also tell me what quantifiable costs were incurred by the Trust as a result of the patient failing to attend their scheduled appointment?

A2 Please see below: information not held electronically prior to 2017 (2016 = section 12 exemption as detailed above).

January 2017- December 2017	£889,266
January 2018- October 2018	£645,446

Please note: Costs are based on 80% of total day-case costs per episode on the assumption that not all costs will be incurred if surgery does not take place. This is an estimate of the expected cost as there will be instances where this differs according to the case and at what point the surgery is cancelled.

Q3 If possible, I would also like to know the type of surgery involved (e.g., skin biopsies, cataracts, etc.) in these cases?

A3 Please see below: information not held electronically prior to 2017 (2016 = section 12 exemption as detailed above).

SPECIALTIES	TOTAL
Breast Surgery	2
Cardiology	111
Clinical Haematology	102
Clinical Oncology	28
Colorectal Surgery	25
Ear Nose and Throat	113
Endocrinology	91
General Medicine	2
General Surgery	12
Gynaecological Oncology	2
Gynaecology	79
Maxillo-Facial Surgery	59
Neurology	124
Ophthalmology	151
Oral Surgery	434
Paediatric Clinical Immunology & Allergy	74
Paediatric Gastroenterology	4
Paediatric Respiratory Medicine	2

Paediatric Surgery	15
Paediatric Trauma and Orthopaedics	6
Paediatrics	8
Pain Management	61
Plastic Surgery	211
Radiology	86
Respiratory Medicine	140
Spinal Surgery Services	3
Trauma & Orthopaedics	178
Upper Gastrointestinal Surgery	12
Urology	89
Vascular Surgery	42
Grand Total	2266

*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,



Leah Carlisle
Deputy Head of Quality, Safety & Compliance