

Ref: FOIA Reference 2023/24-163

Date: 20<sup>th</sup> July 2023

**Royal Stoke University Hospital  
Data, Security and Protection**  
Newcastle Road  
Stoke-on-Trent  
Staffordshire  
ST4 6QG  
Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing to acknowledge receipt of your email dated 15th June 2023 requesting information under the Freedom of Information Act (2000) regarding operations cancelled twice

On 16<sup>th</sup> June 2023 we contacted you via email as we require clarification on the following:

**Q1. Please can you provide figures on the total number of patients who have had their operation cancelled for a second time** – Can we clarify if we are only looking for patients who had their original TCI cancelled twice before they were operated on or are we including those with 2 or more cancellations before they were operated on. Also can we ask which years do we allocate/apportion the information too, so for example the original TCI was Dec 2021 but subsequent cancelled TCIs were dates in Jan 22 do we allocated the patient to 2021 or 2022?

**Q2. In addition, please can you provide the largest number of times that a single patient has had their operation cancelled for non-clinical reasons, over the past five years. Please could you name the operation in question (e.g. hip replacement), and the year that the last cancellation took place (e.g. 2022)** – Can we clarify this is referring to the patient with the most amount of cancellations for the whole 5 year period stated?

On 23<sup>rd</sup> June 2023 you replied via email with:

*'Q1. Please could you provide figures on all those who had an operation cancelled twice or more. For the year, please could you allocate to the year that the operation finally took place (e.g. if it was scheduled for 2021 but took place in 2022, then allocate to 2022).*

*Q2 - Yes that's right I am referring to the patient with the most amount of cancellations for the whole 5 year period.'*

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 Please may I request the following information under the Freedom of Information Act, on patients who have their operation cancelled several times at your Trust.**

**Please can you provide figures on the total number of patients who have had their operation cancelled for a second time? I would like these figures broken down by year for each of the past five years: 2022, 2021, 2020, 2019, 2018.**

**For context, I am looking for incidents where the surgery was cancelled for non-clinical reasons (i.e. staff shortages, equipment problems, lack of theatre capacity) and also not at the request of the patient.**

- A1 As per your clarification above:— *the figures are ALL the patients who had their procedure cancelled twice or more for non-clinical reasons. We had not excluded any patients as the requester has stated “all those who had had an operation cancelled twice or more”. Please note these are all cancellations irrespective of priority as previously mentioned they have stated “all those”.*

*So for example if a patient was cancelled twice but 1 was for a clinical reason and another one was for a non-clinical reason this patient would not be included in the total numbers but if a patient was cancelled 3 times but 1 was for a clinical reason and another 2 were for a non-clinical reason this patient would be included in the total numbers.*

| Year | Number of Patients Cancelled Twice or More |
|------|--|
| 2018 | 831  |
| 2019 | 1006                                       |
| 2020 | 1092                                       |
| 2021 | 928  |
| 2022 | 1333                                       |

- Q2 In addition, please can you provide the largest number of times that a single patient has had their operation cancelled for non-clinical reasons, over the past five years? Please could you name the operation in question (e.g. hip replacement), and the year that the last cancellation took place (e.g. 2022).

- A2 The most times a patient was cancelled was 10 times, this was for the following procedure C712 - PHACOEMULSIFICATION OF LENS.

All the cancellations took place during 2022 and the last cancellation took place in Nov 2022.

\*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](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,



**Rachel Montinaro**  
Data Security and Protection Manager - Records