

Freedom of Information Team
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Tel: 023 9228 6000 Ext 3708

Name:
Date: 13/06/2019
Ref: 19-20 115

Dear

Freedom of Information request

Thank you for your request for information under the Freedom of Information Act 2000, which was received by our Freedom of Information team on 30/05/2019. You have requested the following:

For each of the past three complete calendar years - i.e. 2016, 2017, and 2018:

1. **The total number of hospital-initiated outpatient appointment cancellations - i.e. cases where the hospital has cancelled the appointment**
2. **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.**
3. **The number of cancellations the single most frequently hospital-cancelled appointment had and the department where this appointment was due to take place.**

Please note: to identify the same appointment being cancelled more than once, the Trust used a patient id comprising of their Hospital No, appointment specialty code, whether 1st or Follow Up appt. The duplicates have been shown by as an overall figure over the whole 3 year period.

Occurrence	2016		2017		2018		Grand Total	
	First	Follow up	First	Follow up	First	Follow up		
1	15542	58974	14828	64422	24218	70926	248910	
2	49	498	57	553	103	598	1858	
3	2	66	0	112	2	62	244	3 & > 311
4	0	14	0	7	0	20	41	
5	0	2	0	1	0	5	8	5 & > 26
6	0	5	0	2	0	4	11	
7	0	2	0	1	0	1	4	
8	0	0	0	1	0	1	2	
11	0	1	0	0	0	0	1	10 & > 1
Grand Total	15593	59562	14885	65099	24323	71617	251079	

The patient cancelled 11 times, ending in 2017, was under the care of Maternity (510)

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.

Please accept this letter as completion of your request. Please note that copies of this request will be held on file for three years before being confidentially destroyed.

If you are dissatisfied with the outcome of your request, please contact our Head of Information Governance on Information.Governance@porthosp.nhs.uk or write to the above address and we will conduct an internal review. Upon review, if you are still dissatisfied, you may appeal our decision by contacting the Information Commissioner's Office; for more information please visit the [ICO's website](#).

Please be aware, if we do not receive an appeal within 30 days of you receiving this letter, we will assume that you are satisfied with our response. If you have any further queries, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team