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Foundation Trust Office: 01325 74 3625  
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Request for Information Reference: 05.19.51

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Email only

27 June 2019

### **Freedom of Information Act 2000 – Request for Information**

Thank you for your request for information received on 30 May 2019 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding the Hospital-initiated appointment cancellations. Specifically you requested information as follows:

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

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

Answer: Total hospital-initiated outpatient appointment cancellations. These are all types of outpatient appointment, including, Consultant Led, Nurse led, Midwife Led etc.

<b>Cancellations</b>	<b>Cancellation Year</b>
101,930	2016
104,488	2017
101,424	2018

***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?***

Answer: It is not possible to determine within the cancellation data whether the same intended appointment has been cancelled multiple times. We can count the total number of cancellations for a particular person (under a particular speciality), but it

would not necessarily be related to the same appointment. We could have a cancellation, then an attendance, then another cancellation of a follow-up appointment, but those two cancellations would not be associated with the same appointment.

**3. *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?***

Answer: As above, it is not possible to determine the frequency of cancellations for a single appointment.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive  
County Durham & Darlington NHS Foundation Trust  
Darlington Memorial Hospital  
Hollyhurst Road  
Darlington  
DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113

Website: [www.ico.gov.uk](http://www.ico.gov.uk).

There is no charge for making an appeal.

Yours sincerely

**Joanna Tyrrell**  
**Freedom of Information Officer**