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Request for Information Reference: 08.22.23

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Email: [cdda-tr.cddftfoi@nhs.net](mailto:cdda-tr.cddftfoi@nhs.net)

Email only

30<sup>th</sup> August 2022

Dear

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

Thank you for submitting a request for information which we received on 9<sup>th</sup> August 2022 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to hospital initiated cancellations and I am providing the following information in response to your specific questions:

- 1. How many hospital-initiated outpatient appointment cancellations were there in a) 2018, b) 2019, c) 2020, d) 2021 and e) the year to August 8, 2022? Hospital-initiated cancellations is defined as an appointment cancelled by the hospital rather than a patient.**

<b>Year</b>	<b>Outpatient Cancellations</b>
<b>2018</b>	101689
<b>2019</b>	101207
<b>2020</b>	176181
<b>2021</b>	114494
<b>2022 (up until 08/08/2022)</b>	69226

- 2. How many outpatient appointments faced hospital-initiated cancellations of a) three or more times, b) five or more times and c) ten or more times. Please supply these for the years a) 2018, b) 2019, c) 2020, d) 2021 and e) the year to August 8, 2022.\***

Please note that in order to be able to answer your question the Trust has based its data on the number of hospital-initiated cancellations per patient not per appointment as each appointment is only cancelled once.

Year	3+	5+	10+
2018	8522	1470	49
2019	8934	1505	40
2020	19008	3897	161
2021	9948	1784	59
2022	4139	530	17

3. What is the most an appointment has faced hospital-initiated cancellations in the years a) 2018, b) 2019, c) 2020, d) 2021 and e) the year to August 8, 2022? Please identify the department which cancelled the appointment.\*

Please note that in order to be able to answer your question the Trust has based its data on the number of hospital-initiated cancellations per patient not per appointment as each appointment is only cancelled once.

Year	Number of cancellations received by a single patient	Departments
2018	27	13 x Radiology 12 x Obstetrics 2 x Gynaecology
2019	26	14 x Radiology 11 x Obstetrics 1 x Gynaecology
2020	27	11 x Radiology 8 x Obstetrics 7 x Midwife Led Care 1 x Ophthalmology
2021	17	6 x Radiology 8 x Obstetrics 2 x Midwife Led Care 1 x Cardiology
2022	19	3 x Radiology 10 x Obstetrics 6 x Midwife Led Care

\*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 2019, December 2019 and January 2020, this should appear in the stats for 2020 as an appointment cancelled three or more times.

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 on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via [cdda-tr.cddftfoi@nhs](mailto:cdda-tr.cddftfoi@nhs).

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; [www.ico.gov.uk](http://www.ico.gov.uk).

Yours sincerely

**Corporate Records and Freedom of Information Facilitator**