**FOI Ref: 6510**

**Category(ies): Clinical - Service Activity**

**Subject: Appointment Cancellations Due to Case Notes**

**Date Received: 21/07/2022**

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| **Your request:** | **Our response:** |
| Please could you confirm how many outpatient appointments at your trust were cancelled, postponed or rescheduled for the reason that the patient's case notes were missing or lost? | We have not had any Outpatient appointment cancellations due to notes not being available. This is because in the unlikely event that notes are not available, there is sufficient information available on the Electronic Patient Record (EPR) for appointments to go ahead now, and in some services, they no longer use case notes in outpatients at all now for that very reason. |
| Please can I have at least three separate figures: a total for each of the following 12-month time periods and monthly sub-totals if possible:   * April 1, 2021 - March 31, 2022 * April 1, 2020 - March 31, 2021 * April 1, 2019 - March 31, 2020 |  |