**FOI Ref: 6552**

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

**Subject: Hospital-initiated Cancellation of Appointments**

**Date Received: 10/08/2022**

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| **Your request:** | **Our response:** |
| I am requesting information of hospital-initiated cancellation of appointments |
| 1. How many hospital-initiated outpatient appointment cancellations were there in:
2. 2018,
3. 2019,
4. 2020,
5. 2021
6. The year to August 8, 2022?

Hospital-initiated cancellations is defined as an appointment cancelled by the hospital rather than a patient. | TRFT (The Rotherham NHS Foundation Trust) don’t have any accurate cancellations data. The data is held in MediTech but it does not allow for repeated instances, only the most recent data/status can be viewed.There are plans to be able to capture and extract this information in the future for reporting, but this is part of a bigger ongoing project. |
| 1. How many outpatient appointments faced hospital-initiated cancellations of:
2. three or more times,
3. five or more times
4. and ten or more times.

Please supply these for the years 1. 2018,
2. 2019,
3. 2020,
4. 2021,
5. The year to August 8, 2022. \*
 | TRFT (The Rotherham NHS Foundation Trust) don’t have any accurate cancellations data. The data is held in MediTech but it does not allow for repeated instances, only the most recent data/status can be viewed.There are plans to be able to capture and extract this information in the future for reporting, but this is part of a bigger ongoing project. |
| 1. What is the most an appointment has faced hospital-initiated cancellations in the years:
2. 2018,
3. 2019,
4. 2020,
5. 2021,
6. The year to August 8, 2022?

Please identify the department which cancelled the appointment. \* | TRFT (The Rotherham NHS Foundation Trust) don’t have any accurate cancellations data. The data is held in MediTech but it does not allow for repeated instances, only the most recent data/status can be viewed.There are plans to be able to capture and extract this information in the future for reporting, but this is part of a bigger ongoing project. |
| \*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 2017 as an appointment cancelled three or more times.Clarification on a TypoIn the initial request there was a typo in the guidance comment (marked with the asterisk \*) underneath question 3.It should read:“\*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.” |