

Case Note Appointment Cancellations

Reference Number: F4786
Date of Response: 23/08/2022

Further to your Freedom of Information Act request, please find the Trust's response, in **blue bold text** below:

Royal Devon's Eastern FOI Office Response

- 1) 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?.

To our knowledge, no appointments were cancelled/postponed/rescheduled due to missing case notes. Health Records would always provide a temporary case note that contained some information retrieved from the Clinical Document Management system (a system that held discharge summaries, outpatient letters to GPs and operation notes electronically) and this is sufficient.

The Trust use a system called Datix to log incidents of significance. The Trust's Records Management Group review such incidences. There has been no logged and cancelled appointments due to missing case notes raised during the periods listed in question 2.

- 2) 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 **Not applicable – all records were electronic during this period.**
 - April 1 2020 - March 31 2021 **In October 2020 the Trust moved to electronic records. Between April and September - 0**
 - April 1 2019 - March 31 2020 **0**