

Hospital Initiated Cancellations

Reference Number: F4827
Date of Response: 09/09/2022

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. 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.

Below is the total of hospital-initiated outpatient appointment cancellations, broken down by calendar years:

- a. **2018: 98,588**
- b. **2019: 102,537**
- c. **2020: 111,993**

(Please note that this total excludes October 2020 data due to data quality following implementation of the new electronic health record system.)

- d. **2021: 67,816**
- e. **01 January 2022 to 08 August 2022: 44,519**

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.*

It is not possible to tell which appointments have been cancelled multiple times. Please see response to question 3.

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.*

It is not possible to tell which appointments have been cancelled multiple times hence, it's also not possible to identify which department cancelled the appointments with the most number of cancellations. This is because each appointment is assigned an ID which is unique to an event. Hence, if an appointment is cancelled on, for example, 01 January 2021 with an ID: and is rescheduled at a later date, it will be assigned a different ID.