

## ***Request under Freedom of Information Act 2000***

Thank you for your request for information which we received on 10 August 2022.

I am pleased to confirm the following.

- 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.**
- 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. \***
- 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. \***

Regarding your questions relating to the volume of hospital-initiated outpatient appointment cancellations, the data in our PAS system is not a true reflection of the number of times we have cancelled appointments. This is due to the administrative workflows within our Trust. It is not possible for us to identify genuine hospital-initiated cancellations in the data available to us as appointments are frequently 'cancelled' in our PAS system for administrative reasons but then rebooked to exactly the same date/time using a different clinic template or resource. This can happen for a variety of reasons (e.g., patient booked to an incorrect clinic template), but from a patient perspective there is no change to their original outpatient appointment date/time. The majority of patient appointments that are 'cancelled' in this way are given another appointment. The only occasions when we have had to cancel outpatient appointments was during the Covid-19 pandemic and the recent heatwave. Unfortunately, we are not able to separate out genuine hospital-initiated cancellations from appointments that appear to have been cancelled but were then subsequently rebooked on the same date/time as the original appointment.

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator  
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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