



5 April 2024

Our Ref: RFI 56740

**Freedom of Information Act 2000
Information in Relation to Aborted Appointments and Cancellations**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to above which you requested on 20 February 2024. Please accept my apologies for the delay in responding to your request. Thank you for your understanding and forbearance.

A response to the question raised has been provided by the Planning, Performance & Informatics Directorate and is attached in Appendix A.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital (informationgovernance@setrust.hscni.net) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

Rebecca Manning
Information Governance Officer

Q1. Does your trust capture data relating to “on the day cancellations” or “aborted appointments” for outpatient appointments?

Please provide either the % number or total number of “on the day cancellations/aborted appointments” during the past 12 months – as per the below services.

- **General Surgery Service**
- **Urology Service**
- **Trauma and Orthopaedic Service**
- **Ear nose and Throat Service**
- **Ophthalmology Service**
- **Oral Surgery Service**
- **Neurosurgical Service**
- **Plastic Surgery Service**
- **Cardiothoracic Surgery Service**
- **General Internal Medicine Service**
- **Gastroenterology Service**
- **Cardiology Service**
- **Dermatology Service**
- **Respiratory Service**
- **Neurology Service**
- **Rheumatology Service**
- **Elderly Medicine Service**
- **Gynaecology Service**
- **Other – Medical Services**
- **Other – Mental Health Services**
- **Other – Paediatric Services**
- **Other – Surgical Services**
- **Other – Other Services**
- **Radiology/Imaging**
- **Respiratory Physiology – Sleep Studies**
- **Urodynamic – Pressures & Flows**
- **Endoscopy**

A1. Yes, the Trust captures data relating to on the day cancellations, however due to the coding structure the Trust is unable to provide the data broken down by all of the requested specialties listed as above.

Please see Table 1, overleaf, which is available data broken down by Clinic Speciality from 1 November 2022 to 31 October 2023.

Table 1

Speciality of Clinic Description	% of Cancelled on the Day Appointments
Anaesthetics	2.1%
Cardiology	5.3%
Clinical Oncology	0.3%
Dermatology	2.3%
Endocrinology	1.7%
Ear, Nose & Throat (ENT)	2.9%
Gastroenterology	2.2%
General Medicine	3.1%
General Surgery	1.5%
Geriatric Medicine	2.7%
Haematology (Clinical)	1.1%
Mental Illness	6.5%
Midwife Episode	0.9%
Nephrology	1.9%
Neurology	1.7%
Gynaecology	1.7%
Obstetrics	0.7%
Old Age Psychiatry	4.9%
Ophthalmology	3.9%
Oral Surgery	3.3%
Other	1.9%
Paediatrics	3%
Paediatric Surgery	2.5%
Pain Management	7.9%
Palliative Medicine	2.9%
Plastic Surgery	1.6%
Rheumatology	1.7%
Thoracic Medicine	2.3%
Trauma & Orthopaedics	1.5%
Urology	0.7%

Please note that Table 1 does not include data relating to the Independent Sector, Waiting List Initiatives or Covid Screening.