

**Freedom of Information Request**

**Ref: 22-440**

23 August 2022

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we hold some of the information you are requesting

**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.**

| Year of Appointment Date | 2018 | 2019 | 2020 | 2021 | 2022 |
|--------------------------|------|------|------|------|------|
| Cancelled by Hospital    | 550  | 614  | 885  | 811  | 498  |

**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.\***

We do not capture this information; our system does not provide the information in this format.

**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.\***

**\*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.**

We do not capture this information; our system does not provide the information in this format.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer  
University Hospitals Bristol and Weston NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

#### Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team**  
**University Hospitals Bristol and Weston NHS Foundation Trust**