

Freedom of Information Request

Ref: 25-293

13 May 2025

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

Under the Freedom of Information Act 2000, I request the following information:

1. The total number of appointments at Bristol Eye Hospital.

Year	Attended	Cancelled by Hospital	Cancelled by Patient	Did Not Attend
2017/2018	143,734	152	59,316	11,274
2018/2019	147,162	159	60,586	10,336
2019/2020	143,910	194	69,001	9,223
2020/2021	85,608	76	39,443	7,709
2021/2022	106,149	115	45,637	9,858
2022/2023	122,269	137	56,029	11,247
2023/2024	133,083	180	57,305	11,223
2024/2025	151,686	301	63,600	10,996

2. The amount of appointments that have been delayed at Bristol Eye Hospital.

Please note, the Trust does not hold the data in a format that would enable us to fully respond to your request to the level of detail required and a manual trawl for this information would significantly exceed the 18 hours limit set down by the FOI as the reasonable limit. Section 12 of the FOIA provides that we are not obliged to spend in excess of 18 hours in any sixty-day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

3. The amount of these appointments that were:

- a. Delayed by over three months**
- b. delayed by over six months**
- c. delayed by over a year**
- d. Cancelled altogether**

Please note, the Trust does not hold the data in a format that would enable us to fully respond to your request to the level of detail required and a manual trawl for this information would significantly exceed the 18 hours limit set down by the FOI as the reasonable limit. Section 12 of the FOIA provides that we are not obliged to spend in excess of 18 hours in any sixty-day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

4. Each reason given for a delay or cancellation and the amount of times that reason was used.

Please note, the Trust does not hold the data in a format that would enable us to fully respond to your request to the level of detail required and a manual trawl for this information would significantly exceed the 18 hours limit set down by the FOI as the reasonable limit. Section 12 of the FOIA provides that we are not obliged to spend in excess of 18 hours in any sixty-day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

For each of the above, I am requesting the information for the following periods:

- a. 2017/2018**
- b. 2018/2019**
- c. 2019/2020**
- d. 2020/2021**
- e. 2021/2022**
- f. 2022/2023**
- g. 2023/2024**
- h. 2024/2025**

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