

## Freedom of Information Request 19 130

**Our Reference:** FOI 19 130 / AA / LB / PB  
**Name:**  
**Date:** 25 June 2019  
**Address:**

Dear

Further to your Freedom of Information Request, please find the Trust's response below:

*I would like to request the following information under the Freedom of Information Act. For each of the past three complete calendar years - i.e. 2016, 2017, 2018:*

1. *The total number of hospital-initiated outpatient appointment cancellations - i.e. cases where the hospital has cancelled the appointment*

For Community Services outpatient appointments delivered by Humber Teaching NHS Foundation Trust, the following number of appointment cancellations are recorded as hospital initiated:

2016 – 816

2017 – 996

2018 – 787

2. *The number of appointments that were cancelled three or more times by hospitals, five or more times by hospitals and ten or more times by hospitals.*

The following summarises the number of appointments cancelled on multiple occasions:

	Appointments cancelled 3 or more times	Appointments cancelled 5 or more times	Appointments cancelled 10 or more times
2016	7	0	0
2017	14	0	0
2018	0	0	0

3. *The number of cancellations the single most frequently hospital-cancelled appointment had and the department where this appointment was due to take place.*

The maximum number of times a single appointment was cancelled was 4 times in 2016. The appointments were with Community Services.

*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 2016, December 2016 and January 2017, this should appear in the stats for 2017 as an appointment cancelled three or more times.*



Kind regards,

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<https://www.humber.nhs.uk/about-our-trust/freedom-of-information-enquiry-form.htm>



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