

Homerton University Hospital NHS Foundation Trust  
Hackney College  
Defoe Building, Room 10  
50 Hoxton Street  
N1 6LP

Date 07<sup>th</sup> April 2016

Email: [foi@homerton.nhs.uk](mailto:foi@homerton.nhs.uk)

Dear Sir or Madam,

**Ref: FOI 2382**

Thank you for your recent Freedom of Information request regarding the number of cancelled appointments at Homerton Hospital.

The Trust can provide the following information:

**1) How many appointments have been cancelled for non-clinical reasons IN THE 3 DAY BEFORE a patient was due to be admitted?**

**- Out of those cancellations, how many were rescheduled within the statutory time limit - eg 28 days?**

**- Out of those cancellations, how many were rescheduled more than once?**

We do not record the cancellation reason if the procedure is cancelled more than a day in advance of the operation and therefore are unable to provide you with this information.

**2) How many appointments have been cancelled for non-clinical reasons ON THE DAY a patient was due to be admitted?**

**- Out of those cancellations, how many were rescheduled within the statutory time limit – eg 28 days?**

**- Out of those cancellations, how many were rescheduled more than once?**

**Please provide this data by month for 2013, 2014, 2015 and 2016 - up to and including March 2016.**

The following should be included in the figures for 'appointments':

- All planned or elective operations and day surgery
- Invasive X-ray procedures carried out on inpatients or day cases
- Telephone cancellations made to patients
- All minor procedures, including outpatient procedures

For 'non-clinical reasons' please include a break-down of the following:

- Bed-ward not available
- Staff unavailable
- Emergency operations taking priority
- Maintenance needed on equipment
- Patient unavailable
- Admin error

We have carried out an assessment, calculating how long it would take to provide you with this information and have estimated that it will take longer than 18 hours to complete this exercise. This is based on the fact that the data is not in a readily available format and as a result it will cost more than the 'appropriate time limit' to respond to your request.

Section 12 of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate limit, which for public sector organisations is set at £450. This represents the estimated cost of one person spending 2.5 working days in determining whether the department holds the information, locating, retrieving and extracting the information.

If you have any queries about this response please contact the information governance manager at [foi@homerton.nhs.uk](mailto:foi@homerton.nhs.uk), in the first instance. If following that, you still have any concerns, you may contact the Information Commissioner either by letter, FOI/EIR Complaints resolution, Wycliffe House, Water Lane, Wilmslow, Cheshire SM9 5AF, or by email [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk) to take them further.

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Yours sincerely

Mohamed Uddin  
FoI Administrator

Mike Dunne  
Information Governance Manager