

Ref: FOI2016/3129  
Date Received: 22<sup>nd</sup> March 2016  
Response Due: 22<sup>nd</sup> April 2016

5<sup>th</sup> May 2016

Dear

## INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

We are now pleased to respond to your request for information under the Freedom of Information Act.

You asked:

*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?*

*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*

Please see the attached for the information that you require.

Chairman: Robert Armstrong

Chief Executive: Andrew Foster CBE

I hope you find this information useful, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



**Andrew Foster**

**Chief Executive**

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, WrightingtonHospital, Hall Lane, AppleyBridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

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