

Reference:	FOI.7195.21
Subject:	Cancelled operations
Date of Request:	19 October 2021

Requested:

Could you please provide the following information?

1. The number of cancelled outpatient appointments in your hospitals
2. The number of cancelled operations in your hospitals

Please provide details by hospital for 2020/21 and 1 April 2021-30 September 2021.

Response:

1. Hywel Dda University Health Board (UHB) provides, within the table overleaf, the number of hospital-initiated cancelled outpatient appointments for the UHB's four (4) acute hospitals and the outsourced appointments to Werndale Hospital, by month, during the financial years 2020/21 and 2021/22 to 30 September 2021.

Please note: - These figures provided cover all outpatient appointments, with no differentiation between face-to-face and virtual appointments.

Month	Bronglais General Hospital (BGH)	Glangwili General Hospital (GGH)	Prince Philip Hospital (PPH)	Withybush General Hospital (WGH)	Werndale Hospital
April 2020	1,136	4,880	4,028	3,826	15
May 2020	563	2,262	2,085	1,965	80
June 2020	477	1,578	1,578	1,279	62
July 2020	429	1,369	1,295	1,150	52
August 2021	315	1,038	1,179	857	58
September 2020	440	1,176	1,136	1,006	63
October 2020	480	1,157	1,571	1,115	49
November 2020	444	1,045	1,133	846	119
December 2020	499	1,356	1,438	1,094	74
January 2021	508	1,282	2,144	1,454	24
February 2021	455	1,012	1,517	972	11
March 2021	483	1,154	1,306	975	*
April 2021	378	1,244	1,126	969	82
May 2021	394	993	878	747	33
June 2021	508	1,388	1,181	977	32
July 2021	487	1,306	1,315	1,073	8
August 2021	484	1,460	1,322	1,195	6
September 2021	510	1,510	1,299	1,157	*
Total	8,480	27,210	27,531	22,657	772

2. The UHB provides, within the table overleaf a monthly breakdown of the number of cancelled operations for the UHB's four (4) acute hospitals, during the financial years 2020/21 and 2021/22 to 30 September 2021.

Month	BGH	GGH	PPH	WGH
April 2020	*	9	0	0
May 2020	*	8	0	0
June 2020	*	12	0	0
July 2020	*	10	6	*
August 2020	*	10	*	6
September 2020	6	12	8	*
October 2020	8	18	9	*
November 2020	*	17	19	*
December 2020	*	10	11	*
January 2021	*	12	*	0
February 2021	*	8	5	*
March 2021	0	9	16	*
April 2021	*	11	*	7
May 2021	8	17	11	8
June 2021	*	27	13	*
July 2021	11	29	13	7
August 2021	8	23	14	7
September 2021	8	18	7	13
Total	79	260	142	70

Where the figures in the tables have been replaced with an asterisk (*), the UHB is unable to provide you with the exact number of cancellations, due to the low numbers of cases (5 and under), as there is a potential risk of identifying individuals if this was disclosed. The UHB is therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000 (FoIA). This information is protected by the Data Protection Act 2018/General Data Protection Regulations 2016 (GDPR), as its disclosure would constitute unfair and unlawful processing and would be contrary to the principles and articles 6 and 9 of the GDPR. This exemption is absolute and therefore, there is no requirement to apply the public interest test.

In reaching this decision, the Data Protection Act 2018/General Data Protection Regulations 2016 defines personal data as data which relates to a living individual who can be identified solely from that data or from that data and other information which is in the possession of the data controller.