

Reference:	FOI.858.19
Subject:	Hospital initiated cancelled outpatient appointments
Date of Request:	3 June 2019

Requested

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

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.

Response:

1. The table below provides the number of hospital initiated cancelled outpatient appointments, broken down according to hospital.

Hospital Location	2016	2017	2018	Total
Bronglais General Hospital	3,740	3,915	3,663	11,318
Glangwili General Hospital	13,417	14,105	14,173	41,695
Prince Philip Hospital	8,497	9,766	8,632	26,895
Withybush General Hospital	10,255	9,939	9,759	29,953
Total	35,909	37,725	36,227	109,861

2. The number of outpatient appointments that were cancelled three, five and ten or more times are provided within Attachment 1.
3. The number of hospital initiated cancellations per department for the requested time frame is provided within Attachment 2.