

Reference:	FOI.5341.21
Subject:	Missed cancer appointments
Date of Request:	12 February 2021

Requested:

1. The number of “no show” appointments for cancer treatments in October, November, December 2020 and January 2021;
2. The number of cancelled appointments for cancer treatments in October, November, December 2020 and January 2021, which have been cancelled by the patient;
3. The number of cancelled appointments for cancer treatments in October, November, December 2020 and January 2021, which have been cancelled by the Health Board/hospitals/consultants/treatment specialists.

Response:

1. Hywel Dda University Health Board (UHB) is unable to provide you with the exact number of patients broken down by month 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.

Whilst operating in accordance with the Chancellor’s Code of Practice under Section 45 of the FoIA, the UHB has a duty to provide advice and assistance.

Therefore, the UHB can confirm that a total of seventeen (17) cancer treatment appointments were recorded as ‘no shows’ on the UHB’s Welsh Patient Administration System (WPAS), during the period October 2020 to January 2021.

2. & 3. The UHB provides, within the table below, the number of cancelled cancer treatment appointments during the requested periods.

Reason	October 2020	November 2020	December 2020	January 2021
Cancelled by the patient	24	21	28	40
Cancelled by UHB	21	31	85	33