

Information Governance

The Green
1 Roger Dowley Court
Russia Lane
London
E2 9NJ

Telephone: 020 7655 4053

Email elft.foi@nhs.net

Website: <https://www.elft.nhs.uk>

Our reference: FOI DA3134

I am responding to your request for information received 30th May 2019. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Ayomide Adediran
Information Governance Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision. If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113

Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention

Request:

I would like to request the following information under the Freedom of Information Act. 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.

Answer:

The Trust has reviewed your request for information under the Freedom of Information Act 2000. To answer these questions, the Trust would need to manually review each record of hospital-initiated outpatient appointment cancellations for the information you require. Therefore, the Trust is unable to comply with your request as the cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to 18 hours work.