

Request under Freedom of Information Act 2000

**Request Ref: NGFOI 19/20: 117**

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 30/05/2019.

I am pleased to be able to provide you with the following information:

*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*

Year	Number of appointments cancelled by Hospital
2016	<b>9092</b>
2017	<b>10449</b>
2018	<b>57027</b>

**Please note that prior to the implementation of a new computer system in June 2018, outpatient appointments could be recorded as cancelled or rescheduled. Since that date, the new system has no capabilities to differentiate between the two. Therefore, a large percentage of the total 'cancellations' for the year 2018 will in fact be rescheduled appointments. This explains the large increase in numbers.**

- 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.*

Year	No. of appointments cancelled 3 or more times by Hospital	No. of appointments cancelled 5 or more times by Hospital	No. of appointments cancelled 10 or more times by Hospital
2016	<b>131</b>	<b>10</b>	<b>0</b>
2017	<b>155</b>	<b>9</b>	<b>0</b>
2018	<b>2,831</b>	<b>548</b>	<b>14</b>

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

Year	Number of cancellations the single most frequently Hospital-cancelled appointment had	Department
2016	<b>7</b>	<b>Clinical Oncology</b>

2017	6	Clinical Oncology and Community Paediatrics
2018	15	Gynaecology