

Freedom of Information Request

Ref: UHB 19-488

6 August 2019

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

Request:

I would like to request the total number of operations cancelled for non-clinical reasons, broken down by the cause of the cancellation, for example due to lack of beds, operating theatre capacity, staffing issues, and equipment failures, in 2018/19 (financial year, April to March).

In the total number of operations, broken down by cancellation reason, please include:

- Elective operations cancelled at the last minute. For the purposes of this request, last minute means on the day the patient was due to arrive, after the patient has arrived in hospital or on the day of the operation or surgery.
- Cancelled urgent operations.

If the data is collected by the trust, please also provide a separate total for each year for all operations cancelled for non-clinical reasons, regardless of how soon before the scheduled operation time the cancellation occurred.

Response:

Please see below the "national Last Minute Cancelled Operations data for UHBristol"

Reason for Cancellation	2018/2019
Booking / admin error	75
Case note unavailable	1
Emergency case took priority	271
Equipment failures	27
Lack of beds	265
Operating theatre capacity / list over-ran	108

Other reasons	104
Staffing issues	243
Grand total	1094

It is important to note that year on year the percentage of last minute cancellations in relation to scheduled elective operations is consistently around 1.3%.

It is also important to note that cancellations can only be recorded under one reason which in many cases does not illustrate the complexity of the situation. For example, a cancellation may be recorded as 'staffing issues' or 'lack of beds' but the reason for this may be due to beds or staff being required for an urgent/emergency case which are unforeseeable and cannot be planned for.

Please note that the Trust does not distinguish between re-arrangements of appointments and cancellations other than those under the national definition of last minute cancellations for non-clinical reasons. The Trust is therefore unable to answer the second part of the question.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Trust Secretary
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

FOI Team
UH Bristol NHS Foundation Trust