

DEPARTMENT OF HEALTH, SOCIAL SERVICES AND PUBLIC SAFETY

DATE FOR ANSWER: 2 December 2013

ORDINARY WRITTEN No: AQW 28357/11-15

**Jo-Anne Dobson (Upper Bann):** To ask the Minister of Health, Social Services and Public Safety, pursuant to AQW 25593/11-15, to list the number of consultant-led appointments cancelled by hospitals due to the annual leave of Health and Social Care staff in each month of (i) 2010; (ii) 2011; (iii) 2012; and (iv) 2013, broken down by Health and Social Care Trust.

**Edwin Poots**

The regional and sub-regional codes used to collect information on the reason for consultant-led hospital cancelled outpatient appointments have recently been reviewed and new guidance on their use issued to HSC Trusts on July 2013.

In addition, to ensure coverage across HSC Trusts, the variable on the Patient Administration System (PAS) used to collect this information has also been made mandatory.

Because of these changes, I have supplied data from the introduction of the new codes.

The tables showing the number of consultant-led appointments cancelled by hospitals due to the annual leave of Health and Social Care staff broken down by regional and sub-regional codes for July – September 2013, contain a large amount of data and as such have been placed in the Assembly Library. Due to the change in how the variable 'reason for cancellation' is recorded, data prior to July 2013 is not comparable and as such has not been supplied.



Date:

2/12/13

Signed and approved by the Minister for Health Social Services and Public Safety

Number of Consultant-Led Outpatient Appointments Cancelled by Reason for Cancellation (September 2013)

Regional Group Description	Sub-Regional Codes	Belfast	Northern	Southern	South Eastern	Western	TOTAL
CONSULTANT UNAVAILABLE	Consultant Absent (Administrative/Management)	333	93	0	125	216	777
	Consultant Absent (Clinical/Medical)	197	125	297	121	149	889
	Consultant Absent (Personal)	916	390	251	400	236	2,193
	Consultant Ill	25	51	0	27	81	184
	Consultant Left Trust/Retired	0	1	0	16	46	63
	<b>Total</b>	<b>1,473</b>	<b>660</b>	<b>548</b>	<b>689</b>	<b>738</b>	<b>4,106</b>
MEDICAL STAFF / NURSE UNAVAILABLE	Other Health Professional Absent (Administrative/Management)	52	0	110	0	0	162
	Other Health Professional Absent (Clinical/Medical)	0	0	0	6	0	6
	Other Health Professional Absent (Personal)	42	2	18	28	72	162
	Other Health Professional Ill	0	0	0	1	10	11
	Other Health Professional Left Trust/Retired	0	0	0	0	0	0
	<b>Total</b>	<b>94</b>	<b>2</b>	<b>128</b>	<b>35</b>	<b>82</b>	<b>341</b>
PATIENT TREATED ELSEWHERE	Change in Location	52	33	0	32	0	117
	Currently Being Referred To Independent Sector	0	0	0	0	0	0
	Currently Being Referred Within The HSC	31	14	22	32	2	101
	Currently Being Treated In Alternative Care Setting	139	117	44	110	39	449
	<b>Total</b>	<b>222</b>	<b>164</b>	<b>66</b>	<b>174</b>	<b>41</b>	<b>667</b>
CONSULTANT CANCELLED APPOINTMENT	Appointment No Longer Required At Consultants Request	713	85	44	85	198	1,125
	<b>Total</b>	<b>713</b>	<b>85</b>	<b>44</b>	<b>85</b>	<b>198</b>	<b>1,125</b>
	Earlier Appointment Requested By Health Professional	559	99	132	235	150	1,175
	Management Of Clinic	0	296	19	15	114	444
	Waiting List Management	1	0	0	1	12	14
	<b>Total</b>	<b>560</b>	<b>395</b>	<b>151</b>	<b>251</b>	<b>276</b>	<b>1,633</b>
APPOINTMENT RESCHEDULED - PUT BACK	External Incident	0	1	2	0	0	3
	Internal Incident	0	0	0	0	0	0
	Later Appointment Requested By Health Professional	315	56	147	127	88	733
	Management Of Clinic	1,814	242	91	357	237	2,741
	Technical Issues	0	0	19	0	8	27
	<b>Total</b>	<b>2,129</b>	<b>299</b>	<b>259</b>	<b>484</b>	<b>333</b>	<b>3,504</b>
CANCELLED FOLLOWING VALIDATION / AUDIT	Validation	82	60	0	0	70	212
	Audit	68	0	0	12	0	80
	<b>Total</b>	<b>150</b>	<b>60</b>	<b>0</b>	<b>12</b>	<b>70</b>	<b>292</b>
	Administrative Error	103	200	160	137	61	661
	Management Processes	221	13	96	46	242	618
	<b>Total</b>	<b>324</b>	<b>213</b>	<b>256</b>	<b>183</b>	<b>303</b>	<b>1,279</b>
HOSPITAL TRANSPORT NOT AVAILABLE	Ambulance Unavailable	25	7	4	11	1	48
	<b>Total</b>	<b>25</b>	<b>7</b>	<b>4</b>	<b>11</b>	<b>1</b>	<b>48</b>
	Alternative Rebooking Method	185	0	0	1	7	193
	<b>Total</b>	<b>185</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>7</b>	<b>193</b>
	Change In Medical Circumstances	339	754	224	160	180	1,657
Changed To Private Patient	23	7	24	23	4	81	
Patient Moved Away	0	14	4	0	0	18	
	<b>Total</b>	<b>362</b>	<b>775</b>	<b>252</b>	<b>183</b>	<b>184</b>	<b>1,756</b>
PATIENT CANCELLED BUT THE APPOINTMENT IS STILL REQUIRED	Change in Medical Circumstances	4	5	6	6	1	22
	External Incident	0	0	1	0	0	1
	Patient Ill	990	321	0	152	205	1,668
	Patient Requests Earlier Appointment	0	0	57	9	0	66
	Unsuitable	5,624	2,002	1,881	1,658	1,868	13,033
	<b>Total</b>	<b>6,618</b>	<b>2,328</b>	<b>1,945</b>	<b>1,825</b>	<b>2,074</b>	<b>14,790</b>
GP CANCELLED APPOINTMENT	Appointment Cancelled By GP	4	0	5	3	2	14
	<b>Total</b>	<b>4</b>	<b>0</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>14</b>
	Reason Not Recorded	196	0	0	0	7	203
	Incorrect Reason Recorded	292	0	23	128	164	607
	<b>Total</b>	<b>13,345</b>	<b>4,988</b>	<b>3,681</b>	<b>4,064</b>	<b>4,480</b>	<b>30,558</b>

Source: Quarterly Outpatient Activity Return (QOAR) Part 2.

Note:

- Hospital appointments cancelled following the death of patient are excluded from these figures. In line with Quarterly Outpatient Activity Return data definition and guidance.
- If no reason for cancellation has been recorded, Trusts must report this as 'No reason for cancellation recorded'.
- Incorrect reason for cancellation is when a hospital cancellation reason is recorded against a patient cancellation or when a patient cancellation reason is recorded against a hospital cancellation. Trusts must report the number of such errors as 'Incorrect reason for cancellation recorded'.

The regional and sub-regional codes used to collect information on the reason for consultant-led hospital cancelled outpatient appointments have recently been reviewed and new guidance on their use issued to HSC Trusts on July 2013.

In addition, to ensure coverage across HSC Trusts, the variable on the Patient Administration System (PAS) used to collect this information has also been made mandatory.

Because of these changes, I have supplied data from the introduction of the new codes.

The tables showing the number of consultant-led appointments cancelled by hospitals due to the annual leave of Health and Social Care staff broken down by regional and sub-regional codes for July – September 2013, contain a large amount of data and as such have been placed in the Assembly Library. Due to the change in how the variable ‘reason for cancellation’ is recorded, data prior to July 2013 is not comparable and as such has not been supplied.

**Number of Consultant-Led Outpatient Appointments Cancelled by Reason for Cancellation (July 2013)**

<b>Regional Group Description</b>	<b>Sub-Regional Codes</b>	<b>Belfast</b>	<b>Northern</b>	<b>Southern</b>	<b>South Eastern</b>	<b>Western</b>	<b>TOTAL</b>
<b>CONSULTANT UNAVAILABLE</b>	Consultant Absent (Administrative/Management)	49	46	0	15	60	170
	Consultant Absent (Clinical/Medical)	221	23	247	177	98	766
	Consultant Absent (Personal)	1,531	424	287	630	285	3,157
	Consultant III	55	122	0	95	58	330
	Consultant Left Trust/Retired	0	1	0	8	51	60
	<b>Total</b>	<b>1,856</b>	<b>616</b>	<b>534</b>	<b>925</b>	<b>552</b>	<b>4,483</b>
<b>MEDICAL STAFF / NURSE UNAVAILABLE</b>	Other Health Professional Absent (Administrative/Management)	47	1	26	21	0	95
	Other Health Professional Absent (Clinical/Medical)	3	0	0	1	0	4
	Other Health Professional Absent (Personal)	36	41	84	30	70	261
	Other Health Professional III	12	0	0	15	67	94
	Other Health Professional Left Trust/Retired	0	0	0	0	0	0
	<b>Total</b>	<b>98</b>	<b>42</b>	<b>110</b>	<b>67</b>	<b>137</b>	<b>454</b>
<b>PATIENT TREATED ELSEWHERE</b>	Change In Location	38	14	0	32	0	84
	Currently Being Referred To Independent Sector	0	0	0	0	0	0
	Currently Being Referred Within The HSC	1	12	29	29	1	72
	Currently Being Treated In Alternative Care Setting	102	142	48	123	28	443
<b>Total</b>	<b>141</b>	<b>168</b>	<b>77</b>	<b>184</b>	<b>29</b>	<b>599</b>	
<b>CONSULTANT CANCELLED APPOINTMENT</b>	Appointment No Longer Required At Consultants Request	641	134	62	71	293	1,201
	<b>Total</b>	<b>641</b>	<b>134</b>	<b>62</b>	<b>71</b>	<b>293</b>	<b>1,201</b>

Regional Group Description	Sub-Regional Codes	Belfast	Northern	Southern	South Eastern	Western	TOTAL
<b>APPOINTMENT RESCHEDULED – BROUGHT FORWARD</b>	Earlier Appointment Requested By Health Professional	344	86	213	242	139	1,024
	Management Of Clinic	0	276	32	1	43	352
	Waiting List Management	0	0	0	0	0	0
	<b>Total</b>	344	362	245	243	182	1,376
<b>APPOINTMENT RESCHEDULED – PUT BACK</b>	External Incident	0	0	0	0	0	0
	Internal Incident	0	0	0	0	0	0
	Later Appointment Requested By Health Professional	243	52	236	142	0	673
	Management Of Clinic	1,236	329	6	296	244	2,111
Technical Issues	0	0	0	0	0	0	
<b>Total</b>	1,479	381	242	438	244	2,784	
<b>CANCELLED FOLLOWING VALIDATION / AUDIT</b>	Validation	69	100	0	1	3	173
	Audit	12	0	0	0	0	12
	<b>Total</b>	81	100	0	1	3	185
<b>ADMINISTRATIVE PROCESS</b>	Administrative Error	9	154	121	185	0	469
	Management Processes	292	46	79	48	271	736
	<b>Total</b>	301	200	200	233	271	1,205
<b>HOSPITAL TRANSPORT NOT AVAILABLE</b>	Ambulance Unavailable	13	7	4	7	5	36
	<b>Total</b>	13	7	4	7	5	36
<b>CANCELLED BY HOSPITAL IN ORDER TO REBOOK AS ALTERNATIVE BOOKING METHOD</b>	Alternative Rebooking Method	158	0	0	0	54	212
	<b>Total</b>	158	0	0	0	54	212

Regional Group Description	Sub-Regional Codes	Belfast	Northern	Southern	South Eastern	Western	TOTAL
<b>PATIENT CANCELLED APPOINTMENT AS IT IS NO LONGER REQUIRED</b>	Change In Medical Circumstances	275	770	224	146	134	1,549
	Changed To Private Patient	10	9	16	16	8	59
	Patient Moved Away	2	0	5	0	0	7
	<b>Total</b>	<b>287</b>	<b>779</b>	<b>245</b>	<b>162</b>	<b>142</b>	<b>1,615</b>
<b>PATIENT CANCELLED BUT THE APPOINTMENT IS STILL REQUIRED</b>	Change In Medical Circumstances	1	3	4	3	4	15
	External Incident	1	0	2	0	0	3
	Patient Ill	1,548	258	0	99	165	2,070
	Patient Requests Earlier Appointment	0	0	47	0	0	47
	Unsuitable	5,005	1,901	1,773	1,576	1,745	12,000
	<b>Total</b>	<b>6,555</b>	<b>2,162</b>	<b>1,826</b>	<b>1,678</b>	<b>1,914</b>	<b>14,135</b>
<b>GP CANCELLED APPOINTMENT</b>	Appointment Cancelled By GP	6	2	2	3	2	15
	<b>Total</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>15</b>
<b>REASON NOT RECORDED</b>		27	0	0	0	330	357
<b>INCORRECT REASON RECORDED</b>		112	0	275	109	103	599
<b>TOTAL NUMBER OF CONSULTANT-LED OUTPATIENT APPOINTMENTS CANCELLED</b>		<b>12,099</b>	<b>4,953</b>	<b>3,822</b>	<b>4,121</b>	<b>4,261</b>	<b>29,256</b>

Source: Quarterly Outpatient Activity Return (QOAR) Part 2.

Note:

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- Hospital appointments cancelled following the death of patient are excluded from these figures in line with Quarterly Outpatient Activity Return data definition and guidance.
- If no reason for cancellation has been recorded, Trusts must report this as 'No reason for cancellation recorded'.

- Incorrect reason for cancellation is when a hospital cancellation reason is recorded against a patient cancellation or when a patient cancellation reason is recorded against a hospital cancellation. Trusts must report the number of such errors as 'Incorrect reason for cancellation recorded'.

**Number of Consultant-Led Outpatient Appointments Cancelled by Reason for Cancellation (August 2013)**

Regional Group Description	Sub-Regional Codes	Belfast	Northern	Southern	South Eastern	Western	TOTAL
<b>CONSULTANT UNAVAILABLE</b>	Consultant Absent (Administrative/Management)	49	49	0	89	46	233
	Consultant Absent (Clinical/Medical)	145	44	170	102	110	571
	Consultant Absent (Personal)	1,213	829	259	357	286	2,944
	Consultant III	9	93	0	32	40	174
	Consultant Left Trust/Retired	0	0	0	11	50	61
	<b>Total</b>		1,416	1,015	429	591	532
<b>MEDICAL STAFF / NURSE UNAVAILABLE</b>	Other Health Professional Absent (Administrative/Management)	100	0	35	2	0	137
	Other Health Professional Absent (Clinical/Medical)	0	0	0	0	0	0
	Other Health Professional Absent (Personal)	11	4	25	30	56	126
	Other Health Professional III	0	0	0	24	40	64
	Other Health Professional Left Trust/Retired	0	0	0	0	0	0
	<b>Total</b>		111	4	60	56	96
<b>PATIENT TREATED ELSEWHERE</b>	Change In Location	38	14	0	16	0	68
	Currently Being Referred To Independent Sector	0	0	0	0	0	0
	Currently Being Referred Within The HSC	4	8	18	19	1	50
	Currently Being Treated In Alternative Care Setting	89	101	45	118	27	380
<b>Total</b>		131	123	63	153	28	498
<b>CONSULTANT CANCELLED APPOINTMENT</b>	Appointment No Longer Required At Consultants Request	549	107	30	68	210	964
	<b>Total</b>	549	107	30	68	210	964
<b>APPOINTMENT RESCHEDULED –</b>	Earlier Appointment Requested By Health Professional	401	72	151	203	143	970
	Management Of Clinic	0	200	37	11	82	330



<b>BROUGHT FORWARD</b>	Waiting List Management	3	0	0	0	0	0	3
<b>Regional Group Description</b>	<b>Total</b>	404	272	188	214	225	1,303	
	<b>Sub-Regional Codes</b>	<b>Belfast</b>	<b>North- n</b>	<b>Southern</b>	<b>South Eastern</b>	<b>Western</b>	<b>TOTAL</b>	
<b>APPOINTMENT RESCHEDULED – PUT BACK</b>	External Incident	0	0	0	0	0	0	0
	Internal Incident	1	0	0	0	0	1	1
	Later Appointment Requested By Health Professional	352	53	138	113	0	656	656
	Management Of Clinic	1,492	295	63	265	214	2,329	2,329
	Technical Issues	0	0	0	0	26	26	26
	<b>Total</b>	1,845	348	201	378	240	3,012	3,012
<b>CANCELLED FOLLOWING VALIDATION / AUDIT</b>	Validation	93	87	0	0	10	190	190
	Audit	62	0	0	0	0	62	62
	<b>Total</b>	155	87	0	0	10	252	252
<b>ADMINISTRATIVE PROCESS</b>	Administrative Error	0	162	100	166	0	428	428
	Management Processes	274	41	105	40	279	739	739
	<b>Total</b>	274	203	205	206	279	1,167	1,167
<b>HOSPITAL TRANSPORT NOT AVAILABLE</b>	Ambulance Unavailable	9	5	5	5	1	25	25
	<b>Total</b>	9	5	5	5	1	25	25
<b>CANCELLED BY HOSPITAL IN ORDER TO REBOOK AS ALTERNATIVE BOOKING METHOD</b>	Alternative Rebooking Method	178	0	0	0	21	199	199
	<b>Total</b>	178	0	0	0	21	199	199
<b>PATIENT CANCELLED APPOINTMENT AS IT IS NO LONGER REQUIRED</b>	Change In Medical Circumstances	327	635	184	158	168	1,472	1,472
	Changed To Private Patient	10	1	16	17	9	53	53
	Patient Moved Away	0	5	2	0	0	7	7
	<b>Total</b>	337	641	202	175	177	1,532	1,532

Regional Group Description	Sub-Regional Codes	Belfast	Northern	Southern	South Eastern	Western	TOTAL
<b>PATIENT CANCELLED BUT THE APPOINTMENT IS STILL REQUIRED</b>	Change In Medical Circumstances	9	1	9	2	2	23
	External Incident	3	0	1	0	0	4
	Patient Ill	735	221	0	109	164	1,229
	Patient Requests Earlier Appointment	0	0	40	6	0	46
	Unsuitable	5,089	1,657	1,623	1,380	1,672	11,421
<b>Total</b>	<b>5,836</b>	<b>1,879</b>	<b>1,673</b>	<b>1,497</b>	<b>1,838</b>	<b>12,723</b>	
<b>GP CANCELLED APPOINTMENT</b>	Appointment Cancelled By GP	5	2	4	0	1	12
<b>REASON NOT RECORDED</b>	<b>Total</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>12</b>
<b>INCORRECT REASON RECORDED</b>	<b>Total</b>	<b>93</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>243</b>	<b>336</b>
<b>TOTAL NUMBER OF CONSULTANT-LED OUTPATIENT APPOINTMENTS CANCELLED</b>	<b>Total</b>	<b>100</b>	<b>0</b>	<b>118</b>	<b>116</b>	<b>114</b>	<b>448</b>
		<b>11,443</b>	<b>4,686</b>	<b>3,178</b>	<b>3,459</b>	<b>4,015</b>	<b>26,781</b>

Source: Quarterly Outpatient Activity Return (QOAR) Part 2.

Note:

- Data for July 2013 was provided by HSC Trusts to report to Health Committee on the 15th October 2013 with the exception for South Eastern HSC Trust who resubmitted figures for AQW 28357/11-15.
- Hospital appointments cancelled following the death of patient are excluded from these figures in line with Quarterly Outpatient Activity Return data definition and guidance.
- If no reason for cancellation has been recorded, Trusts must report this as 'No reason for cancellation recorded'.
- Incorrect reason for cancellation is when a hospital cancellation reason is recorded against a patient cancellation or when a patient cancellation reason is recorded against a hospital cancellation. Trusts must report the number of such errors as 'Incorrect reason for cancellation recorded'.

**Number of Consultant-Led Outpatient Appointments Cancelled by Reason for Cancellation (September 2013)**

<b>Regional Group Description</b>	<b>Sub-Regional Codes</b>	<b>Belfast</b>	<b>Northern</b>	<b>Southern</b>	<b>South Eastern</b>	<b>Western</b>	<b>TOTAL</b>
<b>CONSULTANT UNAVAILABLE</b>	Consultant Absent (Administrative/Management)	333	93	0	125	226	777
	Consultant Absent (Clinical/Medical)	197	125	297	121	149	889
	Consultant Absent (Personal)	916	390	251	400	236	2,193
	Consultant III	25	51	0	27	81	184
	Consultant Left Trust/Retired	0	1	0	16	46	63
	<b>Total</b>		<b>1,471</b>	<b>660</b>	<b>548</b>	<b>689</b>	<b>738</b>
<b>MEDICAL STAFF / NURSE UNAVAILABLE</b>	Other Health Professional Absent (Administrative/Management)	52	0	110	0	0	162
	Other Health Professional Absent (Clinical/Medical)	0	0	0	6	0	6
	Other Health Professional Absent (Personal)	42	2	18	28	72	162
	Other Health Professional III	0	0	0	1	10	11
	Other Health Professional Left Trust/Retired	0	0	0	0	0	0
	<b>Total</b>		<b>94</b>	<b>2</b>	<b>128</b>	<b>35</b>	<b>82</b>
<b>PATIENT TREATED ELSEWHERE</b>	Change In Location	52	33	0	32	0	117
	Currently Being Referred To Independent Sector	0	0	0	0	0	0
	Currently Being Referred Within The HSC	31	14	22	32	2	101
	Currently Being Treated In Alternative Care Setting	139	117	44	110	39	449
<b>Total</b>		<b>222</b>	<b>164</b>	<b>66</b>	<b>174</b>	<b>41</b>	<b>667</b>
<b>CONSULTANT CANCELLED APPOINTMENT</b>	Appointment No Longer Required At Consultants Request	713	85	44	85	198	1,125
	<b>Total</b>	<b>713</b>	<b>85</b>	<b>44</b>	<b>85</b>	<b>198</b>	<b>1,125</b>

Regional Group Description	Sub-Regional Codes	Belfast	Northern	Southern	South Eastern	Western	TOTAL
<b>APPOINTMENT RESCHEDULED – BROUGHT FORWARD</b>	Earlier Appointment Requested By Health Professional Management Of Clinic	559	99	132	235	150	1,175
	Waiting List Management	0	296	19	15	114	444
		1	0	0	1	12	14
	<b>Total</b>	560	395	151	251	276	1,633
<b>APPOINTMENT RESCHEDULED – PUT BACK</b>	External Incident	0	1	2	0	0	3
	Internal Incident	0	0	0	0	0	0
	Later Appointment Requested By Health Professional Management Of Clinic	315	56	147	127	88	733
	Technical Issues	1,814	242	91	357	237	2,741
	<b>Total</b>	2,129	299	259	484	333	3,504
<b>CANCELLED FOLLOWING VALIDATION / AUDIT</b>	Validation	82	60	0	0	70	212
	Audit	68	0	0	12	0	80
	<b>Total</b>	150	60	0	12	70	292
<b>ADMINISTRATIVE PROCESS</b>	Administrative Error	103	200	160	137	61	661
	Management Processes	221	13	96	46	242	618
	<b>Total</b>	324	213	256	183	303	1,279
<b>HOSPITAL TRANSPORT NOT AVAILABLE</b>	Ambulance Unavailable	25	7	4	11	1	48
	<b>Total</b>	25	7	4	11	1	48
<b>CANCELLED BY HOSPITAL IN ORDER TO REBOOK AS ALTERNATIVE BOOKING METHOD</b>	Alternative Rebooking Method	185	0	0	1	7	193
	<b>Total</b>	185	0	0	1	7	193

Regional Group Description	Sub-Regional Codes	Belfast	Northern	Southern	South Eastern	Western	TOTAL
<b>PATIENT CANCELLED APPOINTMENT AS IT IS NO LONGER REQUIRED</b>	Change In Medical Circumstances	339	754	224	160	180	1,657
	Changed To Private Patient	23	7	24	23	4	81
	Patient Moved Away	0	14	4	0	0	18
	<b>Total</b>	<b>362</b>	<b>775</b>	<b>252</b>	<b>183</b>	<b>184</b>	<b>1,756</b>
<b>PATIENT CANCELLED BUT THE APPOINTMENT IS STILL REQUIRED</b>	Change In Medical Circumstances	4	5	6	6	1	22
	External Incident	0	0	1	0	0	1
	Patient Ill	990	321	0	152	205	1,668
	Patient Requests Earlier Appointment	0	0	57	9	0	66
	Unsuitable	5,624	2,002	1,881	1,658	1,868	13,033
	<b>Total</b>	<b>6,618</b>	<b>2,328</b>	<b>1,945</b>	<b>1,825</b>	<b>2,074</b>	<b>14,790</b>
<b>GP CANCELLED APPOINTMENT</b>	Appointment Cancelled By GP	4	0	5	3	2	14
	<b>Total</b>	<b>4</b>	<b>0</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>14</b>
<b>REASON NOT RECORDED</b>		196	0	0	0	7	203
<b>INCORRECT REASON RECORDED</b>		292	0	23	128	164	607
<b>TOTAL NUMBER OF CONSULTANT-LED OUTPATIENT APPOINTMENTS CANCELLED</b>		<b>13,345</b>	<b>4,988</b>	<b>3,681</b>	<b>4,064</b>	<b>4,480</b>	<b>30,558</b>

Source: Quarterly Outpatient Activity Return (QOAR) Part 2.

Note:

- Data for July 2013 was provided by HSC Trusts to report to Health Committee on the 15th October 2013 with the exception for South Eastern HSC Trust who resubmitted figures for AQW 28357/11-15.
- Hospital appointments cancelled following the death of patient are excluded from these figures in line with Quarterly Outpatient Activity Return data definition and guidance.
- If no reason for cancellation has been recorded, Trusts must report this as 'No reason for cancellation recorded'.

- Incorrect reason for cancellation is when a hospital cancellation reason is recorded against a patient cancellation or when a patient cancellation reason is recorded against a hospital cancellation. Trusts must report the number of such errors as 'Incorrect reason for cancellation recorded'.