

Date: 19/03/2024  
Your Ref:  
Our Ref: 8449

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Dear

## FREEDOM OF INFORMATION – CANCELLATIONS

I write in response to your request for information in relation to on the day cancelled appointments. Please note that there are no Trusts within the NHS in Scotland.

Question:

- Does your trust capture data relating to “on the day cancellations” or “aborted appointments” for outpatient appointments?

*Eg: Patient required a translator and one was not provided, patient attended their appointment without the required preparation, required staff not available etc. - all of these scenarios would lead to an appointment being cancelled/aborted on the day*

Please provide either the % number or total number of “on the day cancellations/aborted appointments” during the past 12 months – as per the below services.

Answer:

Service/Dept	On the day cancellations
General Surgery Service	2821
Urology Service	1076
Trauma and Orthopaedic Service	1963
Ear Nose and Throat Service	1465
Ophthalmology Service	3702
Oral Surgery Service	438
Neurosurgical Service	198
Plastic Surgery Service	1097
Cardiothoracic Surgery Service	64
General Internal Medicine Service	1710
Gastroenterology Service	1738
Cardiology Service	1717

Dermatology Service	4109
Respiratory Medicine Service	1504
Neurology Service	1138
Rheumatology Service	1126
Elderly Medicine Service	763
Gynaecology Service	1944
Other - Medical Services	15294
Other - Mental Health Services	32249
Other - Paediatric Services	2039
Other - Surgical Services	1251
Other - Other Services	40114
Radiology/Imaging	15834
Respiratory physiology - Sleep Studies	1814
Urodynamics - Pressures & Flows	13
Endoscopy	1653
Average	5142

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at [www.itspublicknowledge.info/Appeal](http://www.itspublicknowledge.info/Appeal). If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the FOI Reviewer at the email address at the head of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhsllothian.scot/FOI/Pages/default.aspx>

Yours sincerely

**ALISON MACDONALD**  
**Executive Director, Nursing, Midwifery and AHPs**  
Cc: Chief Executive