

**WRITTEN QUESTION TO THE MINISTER FOR HEALTH AND SOCIAL SERVICES  
BY DEPUTY M.B. ANDREWS OF ST. HELIER NORTH  
QUESTION SUBMITTED ON MONDAY 28<sup>th</sup> NOVEMBER 2022  
ANSWER TO BE TABLED ON MONDAY 5<sup>th</sup> DECEMBER 2022**

**Question**

“Will the Minister advise how many medical appointments for services offered by her Department have been cancelled in 2022?”

**Answer**

“Will the Minister advise how many medical appointments for services offered by her Department have been cancelled in 2022?”

**Answer**

The table below shows the Outpatient Clinic appointments cancelled or rescheduled each month between 1 January 2022 and 31 October 2022. The data are shown by the care group of the appointment and the reason the appointment was cancelled.

‘Other’ Care Group comprises Pre-assessment Clinic appointments (where a patient is contacted by a nurse prior to an inpatient or day case admission) and Phlebotomy appointments.

Notes:

1. “Medical appointments” has been interpreted as all General & Acute outpatient medical appointments. As such, the data presented includes Jersey General Hospital and Overdale Hospital activity as well as clinics in other locations, such as Le Bas or Springfield.
2. An appointment is counted as cancelled
  - a. when the Appointment Status in TrakCare (the electronic system that captures appointment slots) has been set to 'Cancelled' or
  - b. if the status has been set to 'Not Attended', this can be further categorised by reason, which can be
    - i. ‘Appointment cancelled by service’. Reasons include instances where clinics are cancelled and rebooked in an alternative location or time, which may be on the same day. It is currently not possible to report on these separately.
    - ii. ‘Appointment cancelled by patient’. Reasons include:
      - a. Appointment cancelled by or on behalf of the patient
      - b. Appointment no longer required
      - c. Appointment no longer required (Pat)
      - d. Appt cancellation informed by 3rd party
      - e. Appt cancelled by patient - awaiting patient contact
      - f. Away from Island/Education/Military/Travel
      - g. Earlier appointment requested
      - h. GP instructions

- i. Later appointment requested
  - j. Leaving island
  - k. Patient transferred to private care
- 3. Transferred appointments, are *not* counted. A transferred appointment occurs when the patient will see a different clinician (to whom the appointment has been ‘transferred’), but the appointment date and time remains exactly the same.
- 4. When HCS or the patient cancel the appointment, a new appointment will be given at the next available slot in relation to the urgency of the patient’s referral.
- 5. HCS encourages all patients to inform the specialty service with as much notice as possible to ensure the slot can be re-allocated to someone else on the waiting list. If a patient requires a different date or time, they can find information on how to inform HCS in their appointment letter. Work is ongoing to ensure patients are given a new appointment slot with a letter being sent to the patient with the new details.

<b>Care Group -Reason for cancellation (please see further notes above)</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Grand Total</b>
<b>Dental</b>	<b>55</b>	<b>53</b>	<b>49</b>	<b>29</b>	<b>50</b>	<b>50</b>	<b>51</b>	<b>42</b>	<b>40</b>	<b>41</b>	<b>460</b>
Covid-19	1	0	0	1	3	0	0	0	0	0	5
Cancelled by Service	16	8	9	5	13	8	11	11	8	2	91
Cancelled by or on behalf of Patient	38	45	40	23	34	42	40	31	32	39	364
<b>Medical Services</b>	<b>564</b>	<b>525</b>	<b>623</b>	<b>541</b>	<b>700</b>	<b>723</b>	<b>691</b>	<b>613</b>	<b>635</b>	<b>700</b>	<b>6314</b>
Covid-19	19	4	7	2	2	2	8	5	2	3	54
Reason not recorded	33	30	38	20	35	32	29	32	38	35	322
Cancelled by Service	294	288	305	284	420	470	396	351	332	416	3556
Cancelled by or on behalf of Patient	218	203	273	235	243	219	258	225	263	246	2383
<b>Surgical Services</b>	<b>790</b>	<b>854</b>	<b>985</b>	<b>720</b>	<b>783</b>	<b>990</b>	<b>967</b>	<b>878</b>	<b>1001</b>	<b>840</b>	<b>8808</b>
Covid-19	40	15	14	3	2	12	23	5	5	2	121
Reason not recorded	19	20	18	13	22	21	10	22	17	31	193
Cancelled by Service	252	309	345	245	306	433	324	351	421	284	3270
Cancelled by or on behalf of Patient	479	510	608	459	453	524	610	500	558	523	5224
<b>Therapies</b>	<b>724</b>	<b>848</b>	<b>1060</b>	<b>701</b>	<b>781</b>	<b>833</b>	<b>845</b>	<b>729</b>	<b>927</b>	<b>883</b>	<b>8331</b>
Covid-19	11	3	4	6	1	3	9	5	2	3	47
Reason not recorded	9	1	10	7	16	12	9	2	14	14	94
Cancelled by Service	143	271	362	211	187	283	382	338	438	301	2916
Cancelled by or on behalf of Patient	561	573	684	477	577	535	445	384	473	565	5274
<b>Women &amp; Children Services</b>	<b>439</b>	<b>389</b>	<b>460</b>	<b>416</b>	<b>470</b>	<b>446</b>	<b>515</b>	<b>402</b>	<b>510</b>	<b>469</b>	<b>4516</b>
Covid-19	9	8	19	7	0	5	6	0	7	3	64
Reason not recorded	1	0	3	2	1	4	7	3	3	2	26
Cancelled by Service	190	171	210	185	215	186	220	191	262	216	2046
Cancelled by or on behalf of Patient	239	210	228	222	254	251	282	208	238	248	2380
<b>Other</b>	<b>250</b>	<b>195</b>	<b>216</b>	<b>173</b>	<b>153</b>	<b>219</b>	<b>193</b>	<b>174</b>	<b>179</b>	<b>156</b>	<b>1908</b>
Covid-19	3	6	3	0	2	1	2	1	3	0	21
Reason not recorded	3	3	1	4	4	2	4	4	2	5	32

Cancelled by Service	95	80	68	48	54	71	76	49	44	55	640
Cancelled by or on behalf of Patient	149	106	144	121	93	145	111	120	130	96	1215
<b>Grand Total</b>	<b>2822</b>	<b>2864</b>	<b>3393</b>	<b>2580</b>	<b>2937</b>	<b>3260</b>	<b>3262</b>	<b>2837</b>	<b>3292</b>	<b>3088</b>	<b>30338</b>

*Data Source: Hospital Patient Administration System (TrakCare, Outpatient Report BKGIA).*

	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Grand Total</b>
Cancelled by or on behalf of Patient	1684	1647	1977	1537	1654	1716	1746	1468	1694	1717	16840
Cancelled by Service	990	1127	1299	978	1195	1451	1409	1291	1505	1274	12519
Covid-19	83	36	47	19	10	23	48	16	19	11	312
Reason not recorded	65	54	70	46	78	71	59	63	74	87	667
<b>Grand Total</b>	<b>2822</b>	<b>2864</b>	<b>3393</b>	<b>2580</b>	<b>2937</b>	<b>3261</b>	<b>3262</b>	<b>2838</b>	<b>3292</b>	<b>3089</b>	<b>30338</b>

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