

**WRITTEN QUESTION TO THE MINISTER FOR HEALTH AND SOCIAL SERVICES
BY DEPUTY M.B. ANDREWS OF ST. HELIER NORTH
QUESTION SUBMITTED ON MONDAY 23rd JANUARY 2023
ANSWER TO BE TABLED ON MONDAY 30th JANUARY 2023**

Question

“Will the Minister state the total number of cancelled medical appointments in 2022?”

Answer

The table below shows the Outpatient Clinic appointments cancelled or rescheduled each month between 1 January 2022 and 31 December 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.

This answer is an update of a previously asked question: [WQ.312/2022](#). Small variation in numbers is as expected – for example there are data quality validations and corrections reflected in the latest data.

The 15,583 appointments recorded as “Cancelled by service” is 5% of the total appointments across the year. There were 236,023 outpatient appointments attended and 17,783 appointments where patients did not attend without giving any notice. These are monitored weekly at the Outpatient Improvement Group chaired by the Director of Clinical Services.

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.

Care Group	Month												2022 Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
- Reason for Cancellation													
Dental	55	53	49	29	50	50	51	42	40	41	53	49	562
Cancelled by or on behalf of Patient	38	45	40	23	34	42	40	31	32	39	43	33	440
Cancelled by Service	16	8	9	5	13	8	11	11	8	2	10	16	117
Covid-19	1			1	3								5
Medical Services	566	525	623	551	702	729	692	619	639	707	820	705	7878
Cancelled by or on behalf of Patient	220	203	273	241	244	225	260	229	264	249	251	272	2931
Cancelled by Service	294	288	305	288	421	470	395	353	335	420	534	396	4499
Covid-19	19	4	7	2	2	2	8	5	2	3	3	8	65
Reason not recorded	33	30	38	20	35	32	29	32	38	35	32	29	383
Surgical Services	791	854	984	720	783	989	967	878	1001	841	930	917	10637
Cancelled by or on behalf of Patient	479	510	607	459	453	524	610	500	558	524	544	503	6271
Cancelled by Service	253	309	345	245	306	432	324	351	421	284	356	367	3993
Covid-19	40	15	14	3	2	12	23	5	5	2	3	20	144
Reason not recorded	19	20	18	13	22	21	10	22	17	31	27	27	247
Therapies	724	848	1060	701	781	833	845	729	928	883	871	1103	10306
Cancelled by or on behalf of Patient	561	573	684	477	577	535	445	384	473	565	618	627	6519
Cancelled by Service	143	271	362	211	187	283	382	338	439	301	221	439	3577
Covid-19	11	3	4	6	1	3	9	5	2	3	1	4	52
Reason not recorded	9	1	10	7	16	12	9	2	14	14	31	33	158
Women & Children Services	439	390	460	416	470	444	514	403	512	470	513	580	5610
Cancelled by or on behalf of Patient	239	210	228	222	254	250	281	209	237	249	236	225	2840
Cancelled by Service	190	171	210	185	215	185	220	191	265	216	276	350	2674
Covid-19	9	8	19	7		5	6		7	3		3	67
Reason not recorded	1	1	3	2	1	4	7	3	3	2	1	2	30
Other	250	195	216	173	153	219	193	174	179	157	182	178	2269
Cancelled by or on behalf of Patient	149	106	144	121	93	145	111	120	130	97	133	141	1490
Cancelled by Service	95	80	68	48	54	71	76	49	44	55	47	36	723

Covid-19	3	6	3		2	1	2	1	3					21
Reason not recorded	3	3	1	4	4	2	4	4	2	5	2	1		35
Grand Total	2825	2865	3392	2590	2939	3264	3262	2845	3299	3099	3369	3532	37281	

Reason for Cancellation	Month												2022
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Cancelled by or on behalf of Patient	1686	1647	1976	1543	1655	1721	1747	1473	1694	1723	1825	1801	20491
Cancelled by Service	991	1127	1299	982	1196	1449	1408	1293	1512	1278	1444	1604	15583
Covid-19	83	36	47	19	10	23	48	16	19	11	7	35	354
Reason not recorded	65	55	70	46	78	71	59	63	74	87	93	92	853
Grand Total	2825	2865	3392	2590	2939	3264	3262	2845	3299	3099	3369	4489	37281

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