



**Oifig an Stiúirthóra Náisiúnta  
Géaroibríochtaí**

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15 June 2022

Deputy David Cullinane  
Dail Eireann  
Leinster House  
Dublin 2

**PQ 28197/22 - To ask the Minister for Health the number of appointments by type cancelled across each hospital due to the hospital being unable to provide the service, as opposed to patient initiated cancellations, due to unscheduled care and other reasons to date in 2022, in tabular form; and if he will make a statement on the matter. -David Cullinane**

**PQ 28198/22 - To ask the Minister for Health the number of patients that have experienced a cancellation in the last 6 months for an outpatient, inpatient, or diagnostic appointment; the number of patients where the number of cancellations was greater than 2, 3, 4, and 5 for each, for that appointment, across the relevant time period where greater than a 6 month period in tabular form; and if he will make a statement on the matter. -David Cullinane**

Dear Deputy Cullinane,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Questions, which you submitted to the Minister for Health for response.

### **Response**

In response to your questions, outlined above, Hospitals and Hospital Groups are working to develop a robust process for the collection and collation of data on cancellations. In this context, the data for April 2022 and May 2022, which relates to hospital initiated cancellations for planned/elective activities is attached. Work is ongoing to validate this data and as such a number of caveats are outlined in Appendix I, below. It should be noted that the data presented may be subject to change in this context.

In relation to your query relating to the number of patients that have experienced a cancellation in the last 6 months for an outpatient, inpatient, or diagnostic appointment; the number of patients where the number of cancellations was greater than 2, 3, 4, and 5 for each, for that appointment, the HSE does not centrally collect or report on the information requested.

- **Definition of a hospital initiated inpatient/day case cancellation**

A hospital initiated cancellation of an inpatient/day case procedure is defined as the rescheduling of a patient To Come In (TCI) date by the hospital due to circumstances beyond its control.

- **Reasons for cancellation of scheduled care appointments**



Hospitals may have to cancel scheduled care appointments due to factors outside their control including the following;

- I. Increased ED attendances and admissions resulting in a requirement for surge inpatient bed capacity
- II. Unforeseen circumstances e.g. Weather events, infection outbreaks or industrial action.

- **Rescheduling hospital appointments**

Hospitals endeavor to provide the patient with as much notice as possible in relation to the cancellation of elective appointments. The National Inpatient, Day Case, Planned Procedure (IDPP) waiting list management protocol 2017 issued by the National Treatment Purchase Fund (NTPF) requires hospitals to reschedule elective care appointments within six weeks of cancellation, subject to patient confirmation regarding their availability to attend. Clinical guidance must be sought when managing and rescheduling patients cancelled by the hospital. This is necessary to ensure that urgent and vulnerable patients are rescheduled appropriately. Patients cancelled by the hospital will not have their waiting list date reset.

I trust that this answers your question.

Kind Regards,

A handwritten signature in black ink that reads 'Trish King'. The signature is written in a cursive style with a large, looped 'K' at the end.

Trish King  
General Manager  
Acute Operations



## Appendix I Caveats

1. **St. Luke's Radiation Oncology:** The current processes does not allow them to differentiate or omit where the appointment was cancelled for clinical reasons, patients decision. It also includes if an appointment was changed from a virtual to a face to face appointment at the same time. Current processes does not include appointments where patient did not attend, Cancelled – Did not attend. Additionally this includes New and Returning Outpatient Appointments, but does not include chemotherapy and other day cases, St. Luke's Radiation Oncology are working on a process to include this data and will update retrospectively if possible.
2. **Hospitals reporting outside data produced:** Some hospitals have begun reporting data in the period in which this report covers, as such some hospitals will not a have data covering the full period in question. These hospitals include:
  - Rotunda MH
  - Coombe MH
  - Royal Victoria Eye & Ear
  - Cork University Hospital
  - Cork University Maternity Hospital
3. **Non-reporting Hospitals:** A number of hospitals have not begun reporting data due to a variety of reasons including but not limited to data path issues, inability to differentiate reasons for cancellations and Cyber Attack (ongoing issues). These include the below:
  - CHI Connolly
  - CHI Crumlin
  - CHI Temple Street
  - National Maternity Hospital
  - St. Colmcilles Hospital
  - National Rehab
  - Bantry
  - Mallow
4. **Sporadic Reporting:** Please note that some hospitals may have missed reporting in a given week within the requested reporting period.
5. **Data is subject to ongoing validation**