



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Rannan na nOspideil Ghearmhíochaine
Aonad 4A – Áras Dargan
An Ceantar Theas
An Bothar Mileata
Cill Mhaighneann
BÁC 8

Acute Operations
Health Service Executive
Unit 4A - The Dargan Building
Heuston South Quarter
Military Road
Kilmainham
Dublin 8.

18/10/2022

Deputy Cullinane
Dáil Éireann
Leinster House
Dublin

PQ 49874/22- *To ask the Minister for Health the number of scheduled care cancellations by appointment type, in the months of July, August, and September 2022 by hospital group and hospital in tabular form; the cause of cancellations that is, hospital initiated, patient initiated and so on; and if he will make a statement on the matter.*

PQ 49881/22- *To ask the Minister for Health the number of cancer related appointment by appointment type cancelled in July, August and September 2022, for each hospital in tabular form; if he will request the information from each hospital as required; and if he will make a statement on the matter.*

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

This response to the above parliamentary question will define a hospital initiated scheduled care appointment cancellation and the likely reasons for a cancellation. The rescheduling of patient appointments, including patient initiated appointment cancellations is also addressed in the response below. The Health Service Executive does not collect data in relation to patient initiated cancellations of scheduled care appointments.

Appendix I identifies the number of hospital initiated appointment cancellations in the months of July, August and September 2022.

I. Definition of a hospital initiated inpatient/day case or outpatient cancellation

A hospital initiated cancellation of a scheduled care appointment is defined as the rescheduling of a patient To Come In (TCI) date by the hospital due to circumstances beyond its control.

II. Reasons for cancellation of scheduled care appointments

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

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

III. Rescheduling of hospital initiated inpatient/day case appointments

Hospitals endeavour to provide the patient with as much notice as possible in relation to the cancellation of elective inpatient/day case appointments. The National Inpatient, Day Case, Planned Procedure (IDPP) waiting list management protocol 2017 issued by the National Treatment Purchase Fund 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 appointments 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.

IV. Rescheduling of hospital initiated outpatient appointment cancellations

In accordance with the 'Management of Outpatient Services 2.1, OSPIP 2014' following a hospital cancellation;

1. Urgent patients must be rescheduled and seen within one week
2. Semi-urgent and non-urgent patients, issued with the next available appointment slot based on their clinical prioritisation category and clinically recommended timeframe.
3. In accordance with best practice, semi-urgent and non-urgent patients, where possible, should be rescheduled and seen within three weeks.
4. If there is no available capacity within these timeframes, the clinician must be informed, and allocate the next available appointment unless otherwise instructed.
5. Hospital cancellations do not incur a wait time clock reset.

V. Hospital initiated cancellations in July-September 2022

The Health Service Executive's Business Intelligence Unit is working with Hospitals and Hospital Groups to develop a robust process for the collection of data on hospital initiated cancellation of patient appointments.

Appendix I shows the details of hospital initiated cancellation of patient appointments in the months of July, August and September 2022. Work is ongoing to validate the data and in this context the data may be subject to change.

VI. Patient initiated cancellation of inpatient/day case appointments

When a patient cancels a first To Come In date they are informed that if they cancel a second appointment or if they fail to attend the appointment, they will be removed from the waiting list. Clinical guidance must be sought when managing urgent and/or vulnerable patients who cancel an appointment. Following clinical review, it is

sometimes necessary to assign another appointment. It is mandatory that the source of referral and the GP are notified of the patient's cancellation history. Patients must

also be notified that as a result of their cancellation their waiting list clock will restart at national level. The patient's waiting list clock will not be restarted in the event that they cancel a TCI date due to clinical reasons.

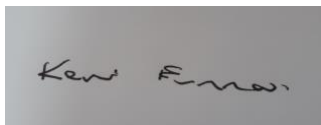
VII. Patient initiated cancellation of an outpatient appointment

If a patient or their guardian cancels and requests to reschedule an outpatient appointment, they should be offered a second appointment with regard to their clinical prioritisation category. Patients clinically prioritised as urgent should be given a new appointment date immediately. A patient or guardian who cancels and requests to reschedule an appointment on two or more occasions should be brought to the attention of the clinician who will determine if they should be offered an additional appointment or be discharged back to the referrer.

In some cases patients can be identified by the clinician as urgent and/or high clinical and/or social needs from the information contained in their referral letter or medical record. Consideration should be given to the management of patients identified as high clinical need and/or social needs throughout the outpatient pathway. A patient who is not identified by a clinician as urgent and/or high clinical and/or social needs on their referral letter should be removed and returned to their GP and/or source of referral.

I trust the above response answers the parliamentary question to your satisfaction.

Yours sincerely,

A rectangular box containing a handwritten signature in black ink. The signature appears to read "Kevin Finnan".

Kevin Finnan.
General Manager.

Appendix I — Hospital initiated cancellation of scheduled care appointments in July, August and September 2022

July							
	All Other Day cases	Chemotherapy (Day case)	Dialysis (Day case)	Elective Inpatient Admission	GI Scope (Day case)	New Outpatient Appointments	Return Outpatient Appointments
Children's Health Ireland							
	251	74	0	196	14	910	3016
Dublin Midlands Hospital Group							
	511	37	0	161	65	1060	2741
Coombe Women and Infants University Hospital	6					51	97
MRH Portlaoise	6	0	0	0	0	20	25
MRH Tullamore	119	0	0	83	0	73	227
Naas General Hospital	12	0	0	0	4	292	288
St. James's Hospital	221	0	0	48	45	398	965
Tallaght University Hospital	147	37	0	30	16	141	417
Ireland East Hospital Group							
	171	0	0	194	33	1156	3529
Mater Misericordiae University Hospital	49			164	21	697	1876
MRH Mullingar	20			0	8	0	166
National Orthopaedic Hospital Cappagh	28			20		71	48
National Rehabilitation Hospital	0			0		23	169
Our Lady's Hospital Navan	0			0	0	41	35
Royal Victoria Eye and Ear Hospital	0			0	0	34	389
St. Columcille's Hospital	0			4	0	91	2
St. Luke's General Hospital Kilkenny	65	0		0		0	0
St. Michael's Hospital						37	33
St. Vincent's University Hospital	2	0	0	6	0	162	811
Wexford General Hospital	7	0		0	4	0	0
RCSI Hospitals Group							
	36	0	0	47	108	641	1589
Beaumont Hospital	20	0	0	17	26	379	1084
Cavan General Hospital	0			20	41	14	8
Connolly Hospital	12			1	23	25	40
Louth County Hospital				8		6	27
Monaghan Hospital	0			0	18	0	0
Our Lady of Lourdes Hospital				1		11	36
Rotunda Hospital	4			0		206	394
Saolta University Health Care Group							
	364	0	0	166	222	597	1231
Galway University Hospitals	170			58	130	320	790
Letterkenny University Hospital				17			
Mayo University Hospital	26	0	0	32	11	74	88
Portiuncula University Hospital				42	7	32	68
Roscommon University Hospital	60			0	74	92	180
Sligo University Hospital	108	0	0	17	0	79	105
South / South West Hospital Group							
	329	52	21	168	121	680	3078
Bantry General Hospital	23			0	0	12	12
Cork University Hospital	125	6	21	51	26	429	1954
Cork University Maternity Hospital				0		0	0
Kilcreene Regional Orthopaedic Hospital	0			0			
Mercy University Hospital	17	1		37	0	72	314
South Infirmary Victoria University Hospital	45	9		12		5	72
Tipperary University Hospital	17	31		25	44	77	377
UH Kerry	4	5	0	17	51	85	349
UH Waterford	98			26			
UL Hospitals Group							
	66	0	0	43	12	464	1421
Croom Orthopaedic Hospital	35			13		24	77
Ennis Hospital	0	0		15	0	12	42
Nenagh Hospital	16	0		0	12	50	182
St. John's Hospital Limerick	5			15	0	75	7
UH Limerick	10	0	0	0	0	253	779
UMH Limerick	0			0		50	334
National Total:							
	1728	163	21	975	575	5508	16605

August							
	All Other Day cases	Chemotherapy (Day case)	Dialysis (Day case)	Elective Inpatient Admission	GI Scope (Day case)	New Outpatient Appointments	Return Outpatient Appointments
Children's Health Ireland							
	33	16	0	31	2	138	449
Dublin Midlands Hospital Group							
	297	22	0	67	52	446	1797
Coombe Women and Infants University Hospital	4			1		31	50
MRH Portlaoise	27	0	0	0	0	2	15
MRH Tullamore	30	0	0	20	8	79	240
Naas General Hospital	1	0	0	0	1	66	126
St. James's Hospital	148	0	0	20	22	145	538
Tallaght University Hospital	87	22	0	26	21	74	382
Ireland East Hospital Group							
	95	0	0	118	14	424	1251
Mater Misericordiae University Hospital	15			77	6	226	650
MRH Mullingar	5			0	2	0	17
National Orthopaedic Hospital Cappagh	1			15		4	16
National Rehabilitation Hospital	7			6	0	20	33
Our Lady's Hospital Navan	0			0	0	22	0
St. Columille's Hospital	0			8	0	0	0
St. Luke's General Hospital Kilkenny	63	0		0		0	0
St. Michael's Hospital				12		41	33
St. Vincent's University Hospital	0	0	0	0	0	111	502
Wexford General Hospital	4	0		0	6	0	0
RCSI Hospitals Group							
	31	0	0	75	65	623	1193
Beaumont Hospital	10		0	67	27	446	754
Cavan General Hospital	0			0	0	0	0
Connolly Hospital	8			1	38	28	89
Louth County Hospital				7		2	5
Monaghan Hospital	0			0	0	0	0
Our Lady of Lourdes Hospital						18	39
Rotunda Hospital	13			0		129	306
Saolta University Health Care Group							
	321	0	0	147	105	318	939
Galway University Hospitals	175			95	47	179	628
Letterkenny University Hospital				13			
Mayo University Hospital	14			15	13	24	10
Portiuncula University Hospital	17			14	9	46	49
Roscommon University Hospital	55			0	36	29	150
Sligo University Hospital	60	0	0	10	0	40	102
South / South West Hospital Group							
	162	22	8	90	125	459	2016
Bantry General Hospital	15			0	0	0	0
Cork University Hospital	64	3	8	47	19	301	1363
Cork University Maternity Hospital				0		15	0
Kilcreene Regional Orthopaedic Hospital	0			0			
Mallow General Hospital	6			0	8	57	178
Mercy University Hospital	15	0		16	71	52	173
South Infirmary Victoria University Hospital	24			5		7	73
Tipperary University Hospital	6	18		6	27	27	229
UH Kerry	0	1		3	0	0	0
UH Waterford	32			13			
UL Hospitals Group							
	25	0	0	16	76	225	1075
Croom Orthopaedic Hospital	3			8		21	81
Ennis Hospital	0	0		0	28	6	24
Nenagh Hospital	17	0		0	30	8	160
St. John's Hospital Limerick	5			0	18	2	26
UH Limerick	0	0	0	8	0	156	536
UMH Limerick	0			0		32	248
National Total:							
	964	60	8	544	439	2633	8720

September							
	All Other Day cases	Chemotherapy (Day case)	Dialysis (Day case)	Elective Inpatient Admission	GI Scope (Day case)	New Outpatient Appointments	Return Outpatient Appointments
Children's Health Ireland							
	141	72	0	166	10	653	2629
Dublin Midlands Hospital Group							
	286	16	0	72	25	525	1878
Coombe Women and Infants University Hospital	5					24	34
MRH Portlaoise	1	0	0	0	1	14	34
MRH Tullamore	9	0	0	15	1	12	118
Naas General Hospital	6	0	0	2	3	75	263
St. James's Hospital	181	0	0	33	10	219	527
Tallaght University Hospital	84	16	0	22	10	99	283
Ireland East Hospital Group							
	136	0	0	186	51	648	2018
Mater Misericordiae University Hospital	15			129	12	421	1180
MRH Mullingar	34			0	15	0	180
National Rehabilitation Hospital	0			0		9	40
Our Lady's Hospital Navan	0			0	0	0	0
St. Columille's Hospital	18			6	7	9	4
St. Luke's General Hospital Kilkenny	40	0		10		0	0
St. Michael's Hospital				12	11	52	15
St. Vincent's University Hospital	1	0	0	1	0	142	586
Wexford General Hospital	9	0		0	6	7	0
RCSI Hospitals Group							
	78	0	0	62	71	558	916
Beaumont Hospital	43			62	4	328	458
Cavan General Hospital	0			0	0	30	40
Connolly Hospital	22				2	10	106
Louth County Hospital						6	29
Monaghan Hospital	0			0	65	0	0
Our Lady of Lourdes Hospital						11	2
Rotunda Hospital	13			0		173	281
Saolta University Health Care Group							
	370	0	0	101	110	364	818
Galway University Hospitals	182			47	67	238	558
Letterkenny University Hospital				22			
Mayo University Hospital	24			16	5	33	37
Portiuncula University Hospital	24			6	4	23	41
Roscommon University Hospital	66			0	34	27	92
Sligo University Hospital	74	0	0	10	0	43	90
South / South West Hospital Group							
	205	49	19	151	144	691	2945
Bantry General Hospital	3			0	6	9	28
Cork University Hospital	91	9	19	68	27	492	1898
Cork University Maternity Hospital				0		0	0
Kilcreene Regional Orthopaedic Hospital	0			2			
Mallow General Hospital	14			0	31	67	235
Mercy University Hospital	13	0		44	30	61	192
South Infirmary Victoria University Hospital	44	2		16		9	103
Tipperary University Hospital	24	38		20	48	53	489
UH Kerry	0	0	0	1	2	0	0
UH Waterford	16			0			
UL Hospitals Group							
	2	0	0	1	10	191	1039
Croom Orthopaedic Hospital	2			1		9	99
Ennis Hospital	0	0		0	0	11	59
Nenagh Hospital	0	0		0	0	9	162
St. John's Hospital Limerick	0			0	10	3	19
UH Limerick	0	0	0	0	0	120	510
UMH Limerick	0			0		39	190
National Total:							
	1218	137	19	739	421	3630	12243

Notes to accompany the above tables of hospital initiated cancellations.

1. **Note:** St. Lukes Radiation Oncology Data has been excluded as BIU are currently undertaken a review of the data with the hospital
2. **Note:** National maternity Hospital have not returned any cancellations data to date. BIU is currently working with NMH on this.
3. **Note:** Data is subject to ongoing validation