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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

Cadeirydd/Chair: **Emma Woollett**
Prif Weithredwr/Chief Executive: **Mark Hackett**

gofalu am ein gilydd, cydweithio, gwella bob amser
caring for each other, working together, always improving

Rydym yn croesawu gohebiaeth yn y Gymraeg ac yn y Saesneg. We welcome correspondence in Welsh or English.

Dyddiad/Date: 1st March 2021
Ein Cyf / Our Ref: 21-B-024

☎ 01639 648363
✉ FOIA.Requests@wales.nhs.uk

██████████
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Corporate Services
Headquarters
1 Talbot Gateway
Baglan
Port Talbot, SA12 7BR

Dear ██████████

I refer to your Freedom of Information Act Request acknowledged by ourselves on 15th February 2021. Your request sought information relating to cancelled cancer treatment.

You clarified on 24th February 2020 that you would like information for both Outpatients and Inpatients, for both new and follow up appointments. You further clarified that you would like us to include diagnostic consultations, surgery, chemotherapy and radiotherapy if possible.

Please note that the information we have provided includes both patients attending our Oncology department as either a day attendance or as an inpatient and also patients that have a flag for Urgent Suspected Cancer (USC) on their records. These patients would have been initially referred for reasons of suspected cancer and may not have cancer but are attending for treatment, procedure or consultation related to their initial USC status. These appointments include, but are not limited to, diagnostic consultations, active treatment or follow up at any stage in the cancer pathway - including follow up when in remission.

1. The number of “no show” appointments for cancer treatments in October, November, December 2020 and January 2021.

Outpatients Appointments	Oct-20	Nov-20	Dec-20	Jan-21
Did not attend	153	168	171	146



Pencadlys BIP Bae Abertawe, Un Porthfa Talbot, Port Talbot, SA12 7BR / Swansea Bay UHB Headquarters, One Talbot Gateway, Port Talbot, SA12 7BR

Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe
Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board

Radiotherapy Appointments	Oct-20	Nov-20	Dec-20	Jan-21
Did not attend	<5*	0	6	0

2. The number of cancelled appointments for cancer treatments in October, November, December 2020 and January 2021, which have been cancelled by the patient.

Outpatients Appointments	Oct-20	Nov-20	Dec-20	Jan-21
Appointment postponed/cancelled by patient	463	449	457	433

Oncology - Day patients and Inpatients	Oct-20	Nov-20	Dec-20	Jan-21
Appointment postponed/cancelled by patient	74	63	90	<5*

USC Flagged - Day patients and Inpatients	Oct-20	Nov-20	Dec-20	Jan-21
Appointment postponed/cancelled by patient	51	64	71	75

Radiotherapy Appointments	Oct-20	Nov-20	Dec-20	Jan-21
Appointment postponed/cancelled by patient	15	23	12	17

3. The number of cancelled appointments for cancer treatments in October, November, December 2020 and January 2021, which have been cancelled by the Health Board/hospitals/consultants/treatment specialists.

Please further note our systems will record any changes as cancellations regardless of whether or not it is actually the cancellation of a confirmed appointment, procedure or treatment i.e. changing the booked time. Therefore the figures will reflect changes to draft schedules, corrections etc. along with cancelled procedures and treatments. These schedule changes or amendments are not appointments which are sent to patients, but internal changes ahead of an appointment being sent out to a patient. This should be taken into account when interpreting the figures.

Outpatients Appointments	Oct-20	Nov-20	Dec-20	Jan-21
Appointment postponed/cancelled by hospital	1045	935	1044	886

Oncology - Day patients and Inpatients	Oct-20	Nov-20	Dec-20	Jan-21
Appointment postponed/cancelled by hospital	91	119	88	141



USC Flagged - Day patients and Inpatients	Oct-20	Nov-20	Dec-20	Jan-21
Appointment postponed/cancelled by hospital	51	59	53	45

Please note that the cancellation numbers for Radiotherapy are showing higher than usual for the month of January 2021 due to machinery breakdown, therefore a number of appointments were rescheduled. Due to the way that our systems record information, rescheduled appointments are recorded as cancellations.

Radiotherapy Appointments	Oct-20	Nov-20	Dec-20	Jan-21
Appointment postponed/cancelled by hospital	12	5	7	22

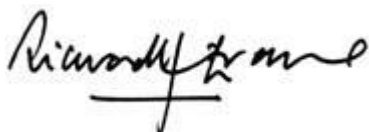
* Where fewer than 5 has been indicated we are unable to provide you with the exact number of cancellations as due to the low numbers, there is a potential risk of identifying individuals if this was disclosed. We are therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000. This information is protected by the General Data Protection Regulation (GDPR) and Data Protection Act 2018 and its disclosure would be contrary to the data protection principles and constitute as unfair and unlawful processing in regard to Articles 5, 6, and 9 of GDPR. This exemption is absolute and therefore there is no requirement to apply the public interest test.

I hope this information is helpful. If you require anything further please contact us at FOIA.Requests@wales.nhs.uk.

Under the terms of the Health Board's Freedom of Information policy, individuals seeking access to recorded information held by the Health Board are entitled to request internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request please contact me directly at the address below or register your complaint via FOIA.Requests@wales.nhs.uk.

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 029 2067 8400.

Yours sincerely



On behalf of
Pam Wenger
Director of Corporate Governance

