

Trust Headquarters  
Russells Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ

**FREEDOM OF INFORMATION ACT 2000 - Ref: FOI/010931**

With reference to your FOI request that was received on 26/07/2011 in connection with 'Rescheduled Appointments'.

Your request for information has now been considered and the information requested is enclosed

Further information about your rights is also available from the Information Commissioner at:

**Information Commissioner**

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Tel: 0303 123 1113  
Fax: 01625 524510  
[www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely

Information Governance Manager  
Room 34a, First Floor, Esk House, Russells Hall Hospital, Dudley, DY1 2HQ  
Email: [FOI@dgh.nhs.uk](mailto:FOI@dgh.nhs.uk)

Your request was for:

The number of appointments re-arranged at Dudley Group of Hospitals between April 2010 and June 2011. Please give a total figure and a breakdown per month.

Also, please say how many patients had their appointment re-arranged more than 5 times, 10 times, 15 times and 20 times. As well please state the highest number of times one patient had their appointment re-arranged.

Also, please give the total number of patients given more than six weeks' notice and the number of patients given less than six weeks' notice.

Please also provide the common reasons why appointments have to be arranged.

Please find the response to your request attached.

**THE DUDLEY GROUP OF HOSPITALS NHS FOUNDATION TRUST  
FREEDOM OF INFORMATION REQUEST 010931**

**Request:**

The number of appointments re-arranged at Dudley Group of Hospitals between April 2010 and June 2011. Please give a total figure and a breakdown per month.

Also, please say how many patients had their appointment re-arranged more than 5 times, 10 times, 15 times and 20 times. As well please state the highest number of times one patient had their appointment re-arranged.

Also, please give the total number of patients given more than six weeks' notice and the number of patients given less than six weeks' notice.

Please also provide the common reasons why appointments have to be arranged.

**Response:**

Count of Reschedules	Year / Month															Grand Total
	2010									2011						
Notice Period	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
Less Than 6 Weeks	2560	2370	2297	2358	2691	2649	2874	2483	2569	3305	2700	2732	2486	3759	3055	40888
More Than 6 weeks	3141	5315	2973	2628	3157	3203	3213	4682	2499	3510	3342	4115	2999	4378	3859	53014
<b>Grand Total</b>	<b>5701</b>	<b>7685</b>	<b>5270</b>	<b>4986</b>	<b>5848</b>	<b>5852</b>	<b>6087</b>	<b>7165</b>	<b>5068</b>	<b>6815</b>	<b>6042</b>	<b>6847</b>	<b>5485</b>	<b>8137</b>	<b>6914</b>	<b>93902</b>

Number of patients with more than 5 consecutive hospital reschedules without intervening events = 18

Number of patients with more than 10 consecutive hospital reschedules without intervening events = 0

Most consecutive hospital reschedules for a referral = 10 (one patient only)

The appointments were rescheduled with the following reason –'RESCHEDULED BY HOSPITAL'

**A programme of service improvement is currently underway in the Trust with outpatient processes and patient experience a major component of the programme. A pilot is currently underway to 'partially book' patients. This means they are added to a waiting list and only invited to contact the Trust 6 weeks before they should be seen. In this way, the number of rescheduled appointments should be significantly reduced because the appointments will be made much nearer to the appropriate time and will therefore, be able to take into account planned clinician leave. The patient will also have more choice on the time and date of their appointment and so will be less likely to reschedule or to DNA (did not attend).**