Request details
I have searched the website and have been unable to locate any document that refers to performance targets. I would particularly like to know what the hospital/health board policy and target is for surgical cancellations on the day of admission but before admission and cancellation after admission just prior to planned surgery.

Could you please advise me what patients can understand to be the most number of cancellations of surgery on day of admission that are determined as acceptable in the performance targets.

Response
The level of information you are seeking is not recorded by the UHB. The UHB retains information on the number of surgical cancellations, for reporting to the Welsh Government, in the following time bands relative to the expected procedure date
- On the day
- The day before
- 2-7 days before
- 8 or more days before

Other information routinely recorded for reporting, in respect of cancelled operations, would be the number of times a patient has been cancelled, this data is also reported to the Welsh Government.

Cardiff and Vale UHB has a Strategic Planning and Performance Committee (SPPC) which receives reports on the performance of the UHB against the set targets as prescribed by the Welsh Government. These performance reports include a range of performance indicators and they can be accessed in the Board papers and the SPPC papers.

The UHB does not include an indicator on short notice bed related cancellations. Currently there are no standards (local or national) on the acceptable level of such cancellations and generally these should not occur unless in exceptional circumstances.

The UHB does record data on bed related cancellations the detail of which is included within the narrative of the aforementioned performance reports. I have attached a direct link below to the web page where these reports can be accessed
I have also attached below a direct link to the performance report from the last SPPC meeting in March 2013.

For further information I have attached below a response issued to a Freedom of Information Act request in June 2012 which provides the following details
- information on cancelled operations,
- how cancellations are defined and circumstances causing cancellations, number of operations cancelled on the day
- details of the decision processes in relation to cancellations.
**Freedom of Information Act Request – Cancelled Operations/Policies/FoI Requests Received/Risk Registers**

**Question 1** - How many operations have been cancelled in Cardiff & Vale UHB over the last 3 financial years, broken down by each hospital.

**Response** -

<table>
<thead>
<tr>
<th>YEAR</th>
<th>2008/09</th>
<th>2009/10</th>
<th>2010/11</th>
<th>2011/12</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>UHW</td>
<td>1470</td>
<td>1440</td>
<td>1748</td>
<td>2291</td>
<td>6949</td>
</tr>
<tr>
<td>LLANDOUGH</td>
<td>513</td>
<td>492</td>
<td>415</td>
<td>753</td>
<td>2173</td>
</tr>
<tr>
<td>Total</td>
<td>1983</td>
<td>1932</td>
<td>2163</td>
<td>3044</td>
<td>9122</td>
</tr>
</tbody>
</table>

**Question 2** - Please clarify how a cancellation is defined and what other definitions there are of circumstances where operations do not happen e.g. postponed, delayed, deferred etc etc

**Response** – Cancellation of procedures will fall into four main categories and will be further split into sub-categories.

**Main categories are:**
- Hospital cancellation for clinical reasons,
- Hospital cancellation non-clinical reasons,
- Patient cancellation,
- Other reasons

**Sub categories would be.**
- Pre-existing medical condition, unfit due to illness,
- Pre-op guidance not followed, Operation no longer necessary,
- Unsuitable for day surgery, ICU/HGU beds unavailable,
- Ward beds unavailable, emergencies/trauma, list overrun,
- Unavailability of staff (i.e surgeons/anaesthetist/theatre staff),
- Equipment failure/unavailable, administrative error.

**Additional sub categories for patient cancellations would include the following:**
- Appointment inconvenient,
- Unfit for surgery,
- Operation not wanted,
- Did not attend (DNA).

**Question 3** - How many operations have been cancelled or postponed over the last 3 years on the same day as the operation was supposed to happen?

**Response** – Operations cancelled on the day

<table>
<thead>
<tr>
<th></th>
<th>2008/09</th>
<th>2009/10</th>
<th>2010/11</th>
<th>2011/12</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008/09</td>
<td>1200</td>
<td>1223</td>
<td>1316</td>
<td>1687</td>
<td>5426</td>
</tr>
</tbody>
</table>

**Question 4** - What is your policy in relation to decision-making around the order in which patients are operated on? Are there guidelines for this? What are they? Would more than one person be involved in the decision to ensure fairness / transparency/ accountability?

**Response** – Cardiff and Vale UHB does not have such a specific policy in place. Any decision making process in relation to procedures will have a number of factors taken into consideration once theatre scheduling has been arranged. These would be the clinical conditions of the patients, any previous cancellations that may have occurred and other contributing factors that may arise on the day. Clinicians involved in the patient treatment will make their decisions on a clinical basis taking all factors into consideration.
Question 5 - What is your policy in relation to dealing with people with diagnosed mental illnesses such as depression in circumstances where a postponement or cancellation of an operation are being considered? Was any such policy adhered to in this case?
Response - Cardiff and Vale UHB does not have such a specific policy in place

Question 6 - Please provide any e-mails, texts, written notes or any other forms of communication permissible under FoI between a specific surgeon and any other member of staff within your organisation regarding an individual patient named.
Response – Communication issued or received where a named individual is the subject of such communications constitutes the personal data of that subject, (in this instance the patient named) and as such this information is exempt from disclosure under FoI Section 40(2). This information is covered by the Data Protection Act and/or Access to Health Records Act and can be accessed by submitting a subject access request (SAR) form.

Question 7 - On the same basis, I'd also like to see the same information regarding any other discussion of activities 26th April 2012 in the operating theatre relating to the individual patient named.
Response - Communication issued or received where a named individual is the subject of such communications constitutes the personal data of the subject (in this instance the patient named) and as such this information is exempt from disclosure under FoI Section 40(2). This information is covered by the Data Protection Act and/or Access to Health Records Act and can be accessed by submitting a subject access request (SAR) form.

Question 8 – Please provide details of the number of FoI requests you have received in the last 3 financial years broken down on an annual basis, with figures on how many you have answered on time or after the deadline.
Response – Information provided FoI requests received in 2011 and 2012. I have attached the relevant links for your ease of access

Question 9 - How many complaints have you received as an organisation broken down by hospital over the last 3 years?
Response – Information provided in financial years. The UHB records information by Divisions and not individual hospital.

<table>
<thead>
<tr>
<th></th>
<th>2008/09</th>
<th>2009/10</th>
<th>2010/11</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comment</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Compliment</td>
<td>139</td>
<td>103</td>
<td>171</td>
<td>413</td>
</tr>
<tr>
<td>Concerns/Enquiries</td>
<td>851</td>
<td>432</td>
<td>271</td>
<td>1554</td>
</tr>
<tr>
<td>Suggestions</td>
<td>1</td>
<td>1</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Verbal Complaints</td>
<td>205</td>
<td>83</td>
<td>167</td>
<td>455</td>
</tr>
<tr>
<td>Totals</td>
<td>1196</td>
<td>619</td>
<td>611</td>
<td>2426</td>
</tr>
<tr>
<td>Formal concerns</td>
<td>843</td>
<td>791</td>
<td>721</td>
<td></td>
</tr>
</tbody>
</table>
Question 10 – Please provide copies of any analysis of the complaints you have received i.e. whether there are trends, any particular areas where there are large numbers of complaints etc together with any correspondence relating to how you deal with the issues raised.  
Response - Information available on the Cardiff and Vale UHB web site within the Quality and Safety Committee reports.

Question 11 - Please provide copies of your risk registers.  
Response – Information provided previously, and as detailed this is available on the Cardiff and Vale UHB web site direct link here.

Question 12 – Please provided a copy of your policy relating to when it is appropriate or not to remove a patient from a hospital.  
Response - Cardiff and Vale UHB does not have such a specific policy in place. It has been presumed by the terminology used you are not referring to patients being discharged following completion of treatment which would be made following appropriate clinical consideration. Patients can/may be removed from one hospital to continue a pathway of care at another hospital or establishment more appropriate to their needs. Other non clinical reasons resulting in patients being removed or discharged are referenced within the “Procedure for Care of Individuals with Capacity who are Violent or Abusive (aged 18 and over)”, also similar issues would be covered within the Management of Violence and Aggression (Personal Safety) Policy which is available on the Cardiff and Vale UHB web site. I have attached a link directly to this document here for ease of access. Other sources of reference will include the Staff Charter.