

WELSH INFORMATION STANDARDS BOARD

DSC Notice:	DSCN 2024 / 08
Date of Issue:	19 th April 2024

Welsh Health Circular/Official Letter: N/A	Subject: Reason for Cancellation (Outpatients)
Sponsor: Lesley Law, Delivery & Performance Division, Welsh Government	
Implementation Date: 1 st May 2024	
DATA STANDARDS CHANGE NOTICE	
<p>A Data Standards Change Notice (DSCN) is an information mandate for a new or revised information standard.</p> <p>This DSCN was approved by the Welsh Information Standards Board (WISB) at its meeting on Thursday 21st December 2023.</p> <p>WISB Reference: ISRN 2023 / 033</p>	
<p>Summary: To include an additional 2 new values and the retirement of an existing value under the Outpatient National data set.</p>	
<p>Data sets / returns affected: Outpatient Minimum Data Set (OP Ds)</p>	
<p>Please address enquiries about this Data Standards Change Notice to the Data Standards Team in Digital Health and Care Wales</p> <p>E-mail: data.standards@wales.nhs.uk / Tel: 02920502539</p>	
<p>The Welsh Information Standards Board is responsible for appraising information standards. Submission documents and WISB Outcomes relating to the approval of this standard can be found at:</p> <p>https://nhswales365.sharepoint.com/sites/DHC_DST/Lists/Information%20Standards%20Assurance%20Submission%20Log/AllItems.aspx</p>	

DATA STANDARDS CHANGE NOTICE

Introduction

WG initially raised concerns over the Reason for Cancellation value *Hospital Initiated Cancellation – Reason Unknown*. A review of the data item under the Outpatient dataset was undertaken which highlighted data quality issues. An Impact Assessment was shared with Health Boards to gather feedback on potential amendments to the reason for cancellation data item and to make sure recording of hospital-initiated cancellations are consistent and comparable across Wales.

Based off the information provided within the impact assessment the following changes to the data item for Outpatients was agreed:

- The addition of 2 PAPs reason for cancellation values added to Outpatients.
- Retirement of *HIC – Reason Unknown*
- System changes to make this data item mandatory.

Since the Impact Assessment a Health Board raised concerns over what code should be used for instances when a cancellation has been due to COVID. Back in February 2022 there was a proposal to implement more granular codes for COVID cancellations but it was agreed by WISB members not to proceed as the information could not be backdated to capture the peak data. It has been agreed with WG that a new code should be added to record when cancellations have occurred due to COVID. This information could then be cross-referenced with data item 'Attend or Did Not Attend' to identify if this was cancelled by the patient or hospital. To ensure futureproofing, it has been agreed that the value should be named *Infectious Disease*.

Description of Change

To add the following additional values from the PAPs data set values to outpatients:

- Pre-existing medical condition
- Unfit with acute illness
- Infectious disease

To officially retire the following value from the Outpatients National values:

- Retirement of code 198 (Hospital initiated cancellation – reason unknown)

Data Dictionary Version

Where applicable, this DSCN reflects changes introduced by DSCN and/or DDCN since the release of version 4.20 of the NHS Wales Data Dictionary.

The changes introduced by such DSCNs will be published in version 4.21 of the NHS Wales Data Dictionary.

Actions Required

- System changes to be implemented to make Reason for Cancellation a mandatory field from all relevant systems.
- DHCW Data Standards Team and all relevant systems to officially retire value 198 (Hospital initiated cancellation – reason unknown).

- All Health Boards to submit new values where applicable under the Outpatient data set.
- All Health Boards not currently submitting Reason for Cancellation data to begin sending by 1st April 2024
- System changes to be implemented to add a new infectious disease code from all relevant systems.

Appendix A: Table reflecting areas that are impacted as a result of this DSCN

The following table shows where there are changes to the scope and/or definitions of applicable data sets, data items, terms and other associated areas that are linked with the changes documented within this DSCN.

Each data definition type is listed in alphabetical order and is shown in the sequence in which it appears in this DSCN.

Data Definition Type	Name	New/Retired/Changed	Page Number
Data item	Reason for Cancellation	Changed	4

Appendix B: Highlighted changes to be made to the NHS Wales Data Dictionary

Changes to the NHS Wales Data Dictionary are detailed below, with new text being highlighted in **blue** and deletions are shown with a **strikethrough**. The text shaded in **grey** shows existing text copied from the NHS Wales Data Dictionary.

Reason for Cancellation

This data item is / was included in the following data sets / collections between the dates shown:

Data Set / Collection	Valid From	Valid To
PAP ds	1 st April 2013	
Outpatient data set	01 st January 2020	

For Postponed Admitted Procedures data set:

The reason for cancellation of an intended procedure.

Format: 3 digit numeric

Value	Meaning	Description	Valid From	Valid To
Cancellation - Clinical				
101	Pre-existing Medical condition	The patient has a pre-existing medical condition, such as high blood pressure and the clinician has indicated that it needs to be resolved before the procedure can take place.	1 st April 2013	
102	Unfit with Acute Illness	The clinician has decided that a patient is unfit due to a newly presented acute illness.	1 st April 2013	
103	Procedure No Longer Necessary	The clinician has decided that the procedure is no longer necessary. For example, this could be due to the condition resolving itself.	1 st April 2013	
104	Unsuitable for Day Case Procedure	The patient was originally listed to have their procedure as a day case. However, the clinician has decided that they need to be treated as an inpatient.	1 st April 2013	
105	Other –Clinical	All other clinical cancellation reasons.	1 st April 2013	
Cancellation – Non Clinical				
201	Intensive Care Unit / High Dependency Unit Beds Unavailable	No Intensive Care Unit /High Dependency Unit beds are available for patient recovery	1 st April 2013	
202	Ward Beds Unavailable	No ward beds are available for the patient admission.	1 st April 2013	

Value	Meaning	Description	Valid From	Valid To
203	Emergency Admission	An emergency admission takes priority over the patient's elective procedure.	1 st April 2013	
204	List Overrun	The previous procedure(s) takes longer than originally planned, meaning the procedure is cancelled due to insufficient session time.	1 st April 2013	
205	Clinical Staff Unavailable	A key member of clinical staff is unavailable.	1 st April 2013	
206	Equipment Unavailable	A key piece of equipment is unavailable.	1 st April 2013	
207	Administrative Error	An administrative error has occurred. For example, the patient has received the wrong date / time for their admission.	1 st April 2013	
208	Other –Non Clinical	All other non clinical cancellation reasons. For example, cancellations due to inclement weather.	1 st April 2013	
Patient Cancellation				
301	Pre-op Guidance Not Followed	Patient has not followed guidance given at pre-operative assessment.	1 st April 2013	
302	Appointment Inconvenient	The patient had a planned admission date but has notified the Local Health Board that it is inconvenient.	1 st April 2013	
303	Unfit for procedure	The patient declares themselves unfit for their procedure.	1 st April 2013	
304	Procedure Not Wanted	The patient decides they no longer want the procedure.	1 st April 2013	
305	Did Not Attend	The patient has not attended	1 st April 2013	
306	Other – Patient	All other patient cancellation reasons.	1 st April 2013	

For Outpatient data set:

The **primary** reason why an outpatient appointment was cancelled.

Format: 3 digit numeric

Code	Description	Definition	Valid From	Valid To
151	Administrative error	Appointment booked in error and therefore cancelled to remove the erroneous record. Includes additional appointments booked due to duplicate referrals.	01 st January 2020	
152	Adverse weather	Appointment cancelled due to adverse weather conditions affecting the clinician's ability to attend the clinic appointment. (Patient's inability to attend would be categorised as CNA). Will also include damage to property where the appointment is taking place, affecting safety. To include issues with Non-emergency Patient Transport (NEPTS) non-collection due to weather.	01 st January 2020	
153	Appointment already taken place	The appointment is no longer necessary as the patient has already been seen. E.g. seen by other HB, privately etc	01 st January 2020	
154	Appointment brought forward	The appointment has been cancelled and rebooked.	01 st January 2020	
155	Awaiting diagnostics	Appointment cancelled due to essential test results not being available impacting on the ability to hold a meaningful consultation. Will also include instances where the case is yet to be reviewed via MDT etc.	01 st January 2020	
156	Change to clinic template	Changes to a template requiring cancellation of an appointment. These include clinic redesign with associated changes to the New to Follow up ratio or change to the location of the clinic. Will also include cancellations resulting from changes to job plans.	01 st January 2020	

Code	Description	Definition	Valid From	Valid To
157	Clinic validation	Appointment cancelled following direct instruction from the clinician. To include changes to original clinic plan following clinical reassessment.	01 st January 2020	
158	Clinician unavailable - annual leave / study leave / planned leave	Clinician assigned to undertake the appointment unavailable due to annual leave, study leave including mandatory training or requirement to attend examination, planned or professional leave, etc.	01 st January 2020	
159	Clinician unavailable - meeting	Clinician assigned to undertake the appointment unavailable due to a meeting or audit.	01 st January 2020	
160	Clinician unavailable - on call	Clinician assigned to undertake the appointment unavailable due to on call commitments or post take ward round commitments.	01 st January 2020	
161	Clinician unavailable - sickness / special leave	Clinician assigned to undertake the appointment unavailable due to sickness absence, special leave, bereavement leave, requirement to attend court, Jury Service, paternity leave, etc.	01 st January 2020	
162	Current inpatient	The patient is unable to attend the appointment due to being an inpatient either at the same or another hospital.	01 st January 2020	
163†	Equipment failure	Appointment cancelled due to the failure of essential equipment. Will also include general power failure and or connectivity issues.	01 st January 2020	
164	List overbooked	Over-filled clinic reduced to maintain safe clinic numbers proportionate to the number of clinicians available. An over-filled may be due to extra patients being booked without appropriate authorisation.	01 st January 2020	
165	Clinic overrun	The patient attended but the appointment was cancelled due to a significant overrun in the clinic. This excludes patient cancellation e.g. where the appointment is not cancelled but the patient is unable to wait	01 st January 2020	

Code	Description	Definition	Valid From	Valid To
166	No notes available	Cancellation of appointment due to lack of vital information with which to conduct a safe consultation due to patient notes not being available for the clinic.	01 st January 2020	
167	Industrial action	Cancellation of appointment due to lack of essential staffing numbers because of industrial action.	01 st January 2020	
168	Operational workforce issues – other reason	Cancellation of appointment due to lack of essential staffing numbers. Reasons to include clinician covering for annual / study leave, clinician leaving with unfilled vacant posts or a lack of junior doctors.	01 st January 2020	
169	Short notice due to emergency / trauma – clinic cancelled	Clinic cancelled at short notice due to unforeseen emergency such as trauma or major incident.	01 st January 2020	
170	Short notice due to higher priority patients	Appointment cancelled at short notice due to service need prioritisation of more urgent or complex cases. Includes cancellation to ensure coverage of essential services i.e. USC, wards and theatre.	01 st January 2020	
171	Pre-existing medical condition	The patient has a pre-existing medical condition, such as high blood pressure and the clinician has indicated that it needs to be resolved before the procedure can take place.	01 st April 2024	
172	Unfit with acute illness	The clinician has decided that a patient is unfit due to a newly presented acute illness.	01 st April 2024	
173	Infectious disease	To record cancellations related to Infectious diseases such as COVID. This information could then be cross-referenced with data item 'Attend or Did Not Attend' to identify if this was cancelled by the patient or hospital.	01 st April 2024	
198	Hospital initiated cancellation – reason unknown	Cancellation initiated by the hospital for unspecified or unknown reason.	01 st January 2020	31 st March 2024

Code	Description	Definition	Valid From	Valid To
199	N/A – Not a hospital cancellation ¹	For use in all cases where the appointment cancellation is not initiated by the hospital, or where the appointment is attended or DNAd by the patient. This code is not intended for selection in operational systems but is included for reporting purposes.	01 st January 2020	

† If a virtual consultation is unable to be completed due to a technical fault this is to be recorded as value 163 Equipment failure. For further information please refer to the guidance document.

1 - Use value 199 for all completed appointments or cancellations not initiated by the hospital.