

Inpatient cancellations

(Refer to Access policy 4.50 for Guidance)

- Patients should only be added to the waiting list if they are clinically fit for admission and willing to proceed.
- Patients will be seen and treated in accordance to clinical priority.
- All patients to be offered two dates with at least 3 weeks' notice. Patients can be offered earlier dates (if available), however patients will have the opportunity to decline without any adverse effect on their waiting times.
- If a patient DNA's their pre-operative assessment appointment, they should be removed from the waiting list and referred back to the GP or referrer.
- Patients who cancel for medical reasons which can be quickly resolved (e.g. a cold or other infection) should have a new date offered for 2-3 weeks' time.
- It is important for booking teams to know when a patient is going to be unavailable for an extended period of time (start and end times) and these need to be recorded on PAS.
- If a patient is unavailable for a total delay of **4 weeks**, the patient can be discharged back to their GP (and letter sent to GP and patient) if the consultant agrees that it is not contrary to their clinical interest.
- This should not adversely impact those patients deemed vulnerable or at risk and therefore must be agreed with the consultant responsible for the patient.

If a patient cancels an agreed inpatient/ daycase procedure TCI date:

Patient cancels agreed TCI date on 18 week pathway

Another TCI Date to be made within the 18 week RTT timeline.
(18 week clock continues)

Patient cancels 2nd TCI date

Patient notes to be clinically reviewed. The patient can be discharged back to their GP (and letter sent to GP and patient) if the consultant agrees that it is not contrary to their clinical interest.

Outpatient episode closed and 18 week pathway stopped on E-track/ e-CaMIS.

If a patient is removed from the waiting list prior to the pre-op being carried out, please ensure the pre-op referral is cancelled.

Important for clinicians to advise the next steps for these patients as giving further TCI dates will create lengthy waits

Guidance:

Refer to Patient Access Policy – section 4.53 – Inpatient cancellations

** Please refer to Patient Access Policy section 4.60 for vulnerable patients