

Ref. No: 1630
Date: 26/03/25
Subject: Clinical Services (Outpatients)

REQUEST & RESPONSE

Clinical Services (Outpatients)	Do any of the following clinical services operate from a “partially booked service” model?*	Please provide the total number of patients who have been removed from the waiting list due to breach of the trusts access policy in the last year
General Surgery Service	Yes, currently at Legacy Southport and Ormskirk sites, project underway to align across MWL.	Unable to answer this. We do not have a specific cancellation reason within Careflow to give an accurate answer. In cases like this we would use a few different cancelled reasons with free text supporting comments
Urology Service	Yes, currently at Legacy Southport and Ormskirk sites, project underway to align across MWL.	As above
Trauma and Orthopaedic Service	Yes, currently at Legacy Southport and Ormskirk sites, project underway to align across MWL.	As above
Ear Nose and Throat Service	Yes, currently at Legacy Southport and Ormskirk sites, project underway to align across MWL.	As above
Ophthalmology Service	Yes, currently at Legacy Southport and Ormskirk sites,	As above

	project underway to align across MWL.	
Oral Surgery Service	Yes, currently at Legacy Southport and Ormskirk sites, project underway to align across MWL.	As above
Neurosurgical Service	n/a	n/a
Plastic Surgery Service	Yes, currently at Legacy Southport and Ormskirk sites, project underway to align across MWL.	As above
Cardiothoracic Surgery Service	Yes, currently at Legacy Southport and Ormskirk sites, project underway to align across MWL.	As above
General Internal Medicine Service	Yes, currently at Legacy Southport and Ormskirk sites, project underway to align across MWL.	As above
Gastroenterology Service	Yes, currently at Legacy Southport and Ormskirk sites, project underway to align across MWL.	As above
Cardiology Service	Yes, currently at Legacy Southport and Ormskirk sites, project underway to align across MWL.	As above
Dermatology Service	Yes, currently at Legacy Southport and Ormskirk sites, project underway to align across MWL.	As above
Respiratory Medicine Service	Yes, currently at Legacy Southport and Ormskirk sites, project underway to align across MWL.	As above
Neurology Service	n/a	n/a
Rheumatology Service	Yes, currently at Legacy Southport and Ormskirk sites, project underway to align across MWL.	As above

Elderly Medicine Service	Yes, currently at Legacy Southport and Ormskirk sites, project underway to align across MWL.	As above
Gynaecology Service	Yes, currently at Legacy Southport and Ormskirk sites, project underway to align across MWL.	As above
Other - Medical Services	n/a	n/a
Other - Mental Health Services	n/a	n/a
Other - Paediatric Services	Yes, currently at Legacy Southport and Ormskirk sites, project underway to align across MWL.	As above
Other - Surgical Services	n/a	n/a
Other - Other Services	n/a	n/a
Radiology/Imaging	Yes, all sites-DMO1.	As above
Respiratory physiology - Sleep Studies	n/a	n/a
Urodynamics - Pressures & Flows	Yes, all sites-DMO1.	As above
Endoscopy	Yes, all sites-DMO1.	As above
Trust Average		

*Partial Booking – Scheduling patient appointments with a 6-week horizon. i.e: avoiding the likelihood of the department needing to cancel the appointment due to staff leave etc.

*For legacy STHK booking services no specialties are managed via partial booking. Legacy S&O booking teams do partially book.

*Regarding the second question, we do not have a specific cancellation reason within Careflow to give an accurate answer. In cases like this we would use a few different cancelled reasons with free text supporting comments

