

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

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	project underway to align across MWL.	
	Yes, currently at	As above
	Legacy Southport	As above
	and Ormskirk sites,	
	project underway to	
Oral Surgery Service	align across MWL.	
Oral Surgery Service  Neurosurgical Service	n/a	n/a
Neurosurgical Service	Yes, currently at	As above
	,	As above
	Legacy Southport and Ormskirk sites,	
Plactic Surgery Service	project underway to align across MWL.	
Plastic Surgery Service		As above
	Yes, currently at	As above
	Legacy Southport and Ormskirk sites,	
Cardiothoragia Surgary	1	
Cardiothoracic Surgery Service	project underway to	
Service	align across MWL	A a a b a v a
	Yes, currently at	As above
	Legacy Southport	
Conoral Internal Madiaina	and Ormskirk sites,	
General Internal Medicine	project underway to	
Service	align across MWL.	A a a b a v a
	Yes, currently at	As above
	Legacy Southport	
	and Ormskirk sites,	
Gastroenterology Service	project underway to align across MWL.	
Castroenterology Service		As above
	Yes, currently at Legacy Southport	As above
	and Ormskirk sites,	
	project underway to	
Cardiology Service	align across MWL.	
Cardiology Service		As above
	Yes, currently at Legacy Southport	As above
	and Ormskirk sites,	
	project underway to	
Dermatology Service	align across MWL.	
Definitional definition	Yes, currently at	As above
	Legacy Southport	7.3 above
	and Ormskirk sites,	
Respiratory Medicine	project underway to	
Service	align across MWL.	
Neurology Service	n/a	n/a
140diology octatoe	Yes, currently at	As above
	Legacy Southport	As above
	and Ormskirk sites,	
	project underway to	
Rheumatology Service	align across MWL.	
Tribumatology Delvice	angri across ww.	

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		n/a
Services	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		

<sup>\*</sup>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.

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

<sup>\*</sup>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