WELSH INFORMATION STANDARDS BOARD

DSC Notice:	DSCN 2019 / 10
Date of Issue:	13th December 2019

Ministerial / Official Letter: N/A	**Subject:** Outpatient Hospital Initiated Cancellation Reason Codes
Sponsor: Olivia Shorrocks, Head of Major Conditions, Welsh Government	
Implementation Date: 01st January 2020	

DATA STANDARDS CHANGE NOTICE

A Data Standards Change Notice (DSCN) is an information mandate for a new or revised information standard.

This DSCN was approved by the Welsh Information Standards Board (WISB) at its meeting on 18th April 2019.

WISB Reference: ISRN 2018 / 023

Summary: This standard updates the national Outpatient data set to include reasons for outpatient appointment cancellations.

Data sets / returns affected: Outpatient data set

Please address enquiries about this Data Standards Change Notice to the Data Standards Team in NHS Wales Informatics Service

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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:
http://howis.wales.nhs.uk/sites3/page.cfm?orgid=742&pid=24632

DATA STANDARDS CHANGE NOTICE

Introduction

The *Outpatients for 21st Century Wales Vision* was developed by the All Wales Outpatient Steering Group to help to drive transformational change in outpatient services to deliver a more sustainable service. The reduction of hospital initiated cancellations (or HICs) is one of the key measures identified to achieve this aim.

There is a need to understand the numbers of HICs and, in particular, the reasons why these appointments were cancelled in order to address the underlying issues and inform service improvement initiatives.

There is no existing standard outpatient-specific set of reason codes in NHS Wales although some health boards do already record reasons for cancellation using locally-defined value sets.

The purpose of this standard is not to replace these locally-defined sets but to mandate a national set for central reporting (i.e. where local sets are used, the corresponding national value would be sent to NWIS.. The national value set defined in this DSCN is recommended for use in health boards which do not already record the reason for cancellations.

Description of Change

To mandate the recording and reporting of reasons for cancellation via the Outpatient data set. This DSCN describes the set of values to be used in the reporting of appointment cancellations using an additional field in the Outpatient data set.

Data Dictionary Version

Where applicable, this DSCN reflects changes introduced by DSCN and/or DDCN since the release of version 4.10 of the NHS Wales Data Dictionary.

The changes introduced by such DSCNs will be published in version 4.11 of the NHS Wales Data Dictionary.

Actions Required

Actions for Local Health Boards / Trusts:

- Update systems and reporting processes to enable the collection and submission of cancellation reasons.
- Ensure that the Reason for Cancellation is always recorded where cancellations are initiated by the hospital.

Actions for NHS Wales Informatics Service:

- Update the relevant data acquisition and warehousing infrastructure to enable the collection, storage, onward distribution, analysis and reporting of outpatient data to include cancellation reasons.

- Ensure any affected national applications managed by The Informatics Service are updated where necessary.

- Develop new Validation at Source (VAS) checks to support the validation reporting and data quality monitoring of outpatient reasons for cancellation.

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 below and is shown in the sequence in which it appears in this DSCN.

Data Definition Type	Name	New/Retired/ Changed	Page Number
Data Set	Outpatient data set	Changed	4
Data Item	Reason for Cancellation	Changed	7

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.

Data Set Structure

FIRST INTRODUCED APRIL 1999

Rating 1=mandatory 2=optional		Format/length
1	Record Id	an1
	CONTRACT DETAILS	
1	Organisation Code (Code of Provider)	an5
1	Organisation Code (Code of Commissioner)	an5
1	Commissioning Serial Number	an6
2	Health Care Contract Line Number	an10
1	Commissioners Reference Number	an17
	PATIENT DETAILS	
1	NHS Number	n10
1	NHS Number Status Indicator	n2 - from April 1999
1	Patient's name	an70 or structured name with 2 an35 elements
1	Name Format Code	n1
1	Patient's Usual address	an175 (5 lines each an35)
1	Postcode of Usual Address	an8
1	Organisation Code (LHB Area of Residence)	an3
1	Sex	n1
2	Carer Support Indicator	an2
1	Birth Date	ccyymmdd
1	Birth Date Status	n1
2	† (see below)	an8
1	Code of Registered GP Practice	an6
1	Local Patient Identifier	an10
	REFERRAL DETAILS	
1	Referrer Code	an8
1	Referring Organisation Code	an6
1	Service Type Requested	n1
1	Date of Patient Referral	ccyymmdd

1	Patient Referral Date Status	n1
1	Clinical Referral Date	ccyymmdd
1	Clinical Referral Date Status	n1
1	Priority Type (new patients)	n1
	EPISODE DETAILS	
1	Source of Referral: Outpatients	an2
1	Main Specialty (consultant)	n3
1	Treatment Function Code	n3
2	Local Sub-Specialty	an3
1	Clinic Purpose	an15
1	Consultant Code	an8
	APPOINTMENT AND ATTENDANCE DETAILS	
1	Attendance Identifier	an12
1	Administrative Category	n2
1	Location Type Code	n2
1	Site Code (of Treatment)	an5
1	Medical Staff Type Seeing Patient	an2
1	Attendance Date	ccyymmdd
1	Attendance Date Status	n1
1	Attendance Category	n1
1	Attended or Did Not Attend	n1
1	Outcome of Attendance	n1
1	Last DNA or Patient Cancelled Date	ccyymmdd
1	Last DNA or Patient Cancelled Date Status	n1
	Patient Diagnostic Codes (optional)	
2	Primary (ICD)	an6
2	Subsidiary (ICD)	an6
2	1st Secondary (ICD)	an6
	Patient Procedure Codes	
1	Operation Status (per attendance)	n1
	OPCS procedure coding	
1	Primary Procedure Code (OPCS)	an4
1	Procedure Code 2 (OPCS)	an4
1	Procedure Code 3 (OPCS)	an4
1	Procedure Code 4 (OPCS)	an4
1	Procedure Code 5 (OPCS)	an4
1	Procedure Code 6 (OPCS)	an4
1	Procedure Code 7 (OPCS)	an4
1	Procedure Code 8 (OPCS)	an4
1	Procedure Code 9 (OPCS)	an4

1	Procedure Code 10 (OPCS)	an4
1	Procedure Code 11 (OPCS)	an4
1	Procedure Code 12 (OPCS)	an4
	Waiting List Details	
1	Waiting List Date	ccyymmdd
1	Waiting List Date Status	n1
	Cancellation Details	
1	Reason for Cancellation	n3

† Where no data is present, the field must be populated with spaces due to the fixed field length format of the submitted file. However, if necessary 'General Medical Practitioner (Code of Registered GMP)' may still be included in the submitted file.

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	1st April 2013	
Outpatient data set	01st 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.	1st April 2013	
102	Unfit with Acute Illness	The clinician has decided that a patient is unfit due to a newly presented acute illness.	1st 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.	1st 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.	1st April 2013	
105	Other –Clinical	All other clinical cancellation reasons.	1st 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	1st April 2013	
202	Ward Beds Unavailable	No ward beds are available for the patient admission.	1st April 2013	
203	Emergency Admission	An emergency admission takes priority over the patient's elective procedure.	1st April 2013	
204	List Overrun	The previous procedure(s) takes longer than originally planned, meaning the procedure is cancelled due to insufficient session time.	1st April 2013	
205	Clinical Staff Unavailable	A key member of clinical staff is unavailable.	1st April 2013	
206	Equipment Unavailable	A key piece of equipment is unavailable.	1st April 2013	
207	Administrative Error	An administrative error has occurred. For example, the patient has received the wrong date / time for their admission.	1st April 2013	

Value	Meaning	Description	Valid From	Valid To
208	Other –Non Clinical	All other non clinical cancellation reasons. For example, cancellations due to inclement weather.	1st April 2013	
Patient Cancellation				
301	Pre-op Guidance Not Followed	Patient has not followed guidance given at pre-operative assessment.	1st April 2013	
302	Appointment Inconvenient	The patient had a planned admission date but has notified the Local Health Board that it is inconvenient.	1st April 2013	
303	Unfit for procedure	The patient declares themselves unfit for their procedure.	1st April 2013	
304	Procedure Not Wanted	The patient decides they no longer want the procedure.	1st April 2013	
305	Did Not Attend	The patient has not attended	1st April 2013	
306	Other – Patient	All other patient cancellation reasons.	1st April 2013	

For Outpatient data set:

The 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.	01st 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.	01st 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	01st January 2020	
154	Appointment brought forward	The appointment has been cancelled and rebooked.	01st 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.	01st 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.	01st 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.	01st 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.	01st January 2020	
159	Clinician unavailable - meeting	Clinician assigned to undertake the appointment unavailable due to a meeting or audit.	01st 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.	01st 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.	01st 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.	01st January 2020	
163	Equipment failure	Appointment cancelled due to the failure of essential equipment. Will also include general power failure.	01st 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.	01st 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	01st 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.	01st January 2020	
167	Industrial action	Cancellation of appointment due to lack of essential staffing numbers because of industrial action.	01st 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.	01st 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.	01st 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.	01st January 2020	
198	Hospital initiated cancellation – reason unknown	Cancellation initiated by the hospital for unspecified or unknown reason.	01st January 2020	
199	N/A – Not a hospital cancellation	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.	01st January 2020	