

When your procedure is cancelled on the day or at short notice

Information for patients, relatives and carers

Reasons why this happens

Sometimes, planned operations have to be cancelled on the day or at very short notice. Staff will do everything they can to avoid this as we know how upsetting this is for you.

There are clinical and non-clinical reasons why your operation might be cancelled:

Clinical:

- when you arrive for surgery the clinical staff decide you are not well enough to have your procedure

Non-clinical:

- a very unwell patient is admitted as an emergency into a bed that was meant for a patient booked for surgery that day
- another unwell patient will need to stay in a ward or an intensive care unit bed longer than we planned
- on the rare occasion that clinical staff are off work unexpectedly

If you are in the hospital at the time of this cancellation a member of the ward team will explain why your operation has been cancelled.

What will happen next?

If the hospital cancels your operation for non-clinical reasons, they will offer you a new date for your procedure within the next 28 days. This is a pledge in the NHS Constitution.

This 28-day standard covers all planned and booked hospital operations, including day surgery (where you don't need to stay in hospital overnight). It doesn't cover minor operations/procedures carried out at outpatient appointments or clinics.

Your operation will be rebooked as soon as possible. A member of admin staff working with your clinical team will contact you to rearrange this.

If you have not been offered an appointment within 28 days you should contact the patient service centre **020 3311 6611**.

Can I choose to have my care elsewhere if I'm not offered a new date within 28 days?

You can choose to:

- stay on the list for your operation with your existing consultant and hospital, or
- be treated at another time and hospital of your choice; your existing hospital will pay for this

Who should I speak to if I have any questions or concerns?

Your consultant, ward matron or GP. You can also call or email the patient advice and liaison service (PALS).

How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3313 0088** (Charing Cross, Hammersmith and Queen Charlotte's & Chelsea hospitals), or **020 3312 7777** (St Mary's and Western Eye hospitals). You can also email PALS at **imperial.pals@nhs.net** The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department:

Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street
London W2 1NY

Email: **ICHC-tr.Complaints@nhs.net**

Telephone: **020 3312 1337 / 1349**

Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:
imperial.communications@nhs.net

Wi-fi

We have a free wi-fi service for basic filtered browsing and a premium wi-fi service (requiring payment) at each of our five hospitals. Look for WiFiSPARK_FREE or WiFiSPARK_PREMIUM