

# CSHU Categories and Codes

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2A	Client called in error (non ESA)
3A	File not at MSEC
4A	Same gender not provided
5A	Interpreter not provided
1C	Client arrived on time but wouldn't wait > 30 minutes
2E	Client arrived late (over 10 mins)
3E	Client unfit to be examined
4E	Accommodation problem
5E	Nurse unable to continue with exam
6E	Inappropriate for HCP to see client
7E	Unable to be seen due to H&S issues
8E	Special Need not notified in advance
9E	Client arrived on time but wouldn't wait < 30 minutes
1F	No of clients attended exceeds medical capacity
2F	HCP Unavailable
3F	HCP did not attend for the session
5F	System performance problems

**N.B: the definition of arriving on time is the client arriving up to 10 minutes past their scheduled appointment time.**

**The definition of arriving late is the client arriving over 10 minutes past their scheduled appointment time.**