

FOI 7764 – Questionnaire

Freedom Of Information Request	Example	Response
1. Total number of FTE appointment booking staff within the Trust?	28	Central Booking = 29.87 WTE B3 Booking Coordinators
2. Does the trust also have individual departments conducting their own appointment booking?	Yes	Yes
3. If the Trust <u>does</u> have individual departments conducting their own appointment booking – which departments and how many FTE staff within each department book appointments for patients?	Ophthalmology -3 Orthopaedics - 5	<p>Fertility = 0.6WTE</p> <p><u>Medicine Division:</u> Endocrine/Diabetes 3.0 WTE Elderly care 1.5 WTE Stroke 1.5 WTE Cardiology secs: 6.0 WTE Cardiac Suite: 2.04 WTE CIU: 3.0 WTE Haematology/Oncology: 6.5 WTE Nunton Scheduler 1.0 WTE Chemotherapy scheduler 2.0 WTE Pathology Reception 2.0 WTE Respiratory: 7.0 WTE N.B please note, booking is part of their role.</p> <p><u>Surgery Division:</u> Unable to answer as we do not hold this data - there are a huge volume of staff who undertake some elements of booking e.g Receptionists, some Secretaries, dedicated booking coordinators, some of the clinical roles also encompass a small element of booking etc.</p> <p><u>CSFS Division</u> Therapies response- Wessex Rehab - 1.48 wte admin colleagues book appointments</p> <p>Virtual Fracture Clinic – 1.39 wte</p>

		<p>clinical staff book appointments</p> <p>Plastic hand Therapy (Outpatients) – 1wte admin and 9.36wte clinical staff book appointments</p> <p>Children’s Physiotherapy – 1wte admin books appointments</p> <p>Paediatric Team- Appointments are mostly booked through central booking. The paediatric receptionist (1.0 wte) books appointments if they are due in less than 6 weeks. We then have admin staff connected with the specialties as follows who also book appointments :</p> <p>Epilepsy – 1.0 wte Diabetes – 1.2 wte Cystic Fibrosis – 0.2 wte Physio – 1.0 wte .</p> <p>Orthotics(including Moire Fringe) - 4.07 WTE</p> <p>Medical Engineering – 0.53 WTE</p> <p>Neurophysiology and DEXA – 3.4 WTE</p> <p>Spinal- book appointments themselves, there is one full time person whose role it is to book appointments. In their absence this can be picked up by other members of the admin team if urgent. In addition, outpatient clinicians may occasionally book ad hoc appointments directly with patients, but this will entered into Lorenzo by the booking clerk.</p> <p>Radiology- 7WTE budget B3 and</p>
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4. What was the total Number of Appointments booked within the Trust during the previous 12 months?	304,320	632,677 – this represents all bookings created from 01/03/2023 – 29/02/2024 and will include bookings that went on to be cancelled, attended, DNA and rescheduled.

5. What was the staff turnover percentage within the appointment bookings team during the previous 12 months?	15.8% staff turnover	22.94% as of March 2024
6. What was the staff turnover percentage within the Trust during the previous 12 months?	11.3%	13.95%

7. What was the total number of <u>inbound</u> calls to the appointment bookings team during the previous 12 months?	240,750 inbound calls	Unable to quantify due to multiple phone systems and change in extension numbers
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8. What was the total number of <u>inbound</u> calls to the Trust Switchboard during the previous 12 months?	790,000 inbound calls	From Feb 1 st 2023 – 31 st Jan 2024 Switchboard processed 961,759 inbound calls.
9. What was the total number of <u>outbound</u> calls from the appointment bookings team during the previous 12 months?	220,000 outbound calls	Unable to quantify due to multiple phone systems and change in extension numbers
10. What was the total number of “drop off” calls for the appointment bookings team during the previous 12 months?	58,000 drop offs	Unable to quantify due to multiple phone systems and change in extension numbers
11. What was the average length of call for the appointment bookings team during the previous 12 months?	3:36 Minutes	Unable to quantify due to multiple phone systems and change in extension numbers
12. What telephone system does the appointment bookings team utilise?	Cisco	Netcall

13. What was the average number of days absence within the Trusts appointment bookings team during the previous 12 months?	6.4 days	53.21 FTE days absence per month in 12 months prior to March 2024. Average FTE days per individual is not available.
14. What was the average percentage rate of absence within the Trusts during the previous 12 months?	3.5 days	3.79%