Ref No. SG9184

Date: 27 February 2020

REQUEST:

1. How many booking centres or teams does the Trust have?

2. How many staff work in the booking centre?

3. How many outpatient appointments were booked per year over the last 2 years?

4. What was the number of DNA's in outpatients per year over the last 2 years?

5. How many outpatient letters did the Trust send per year over the last 2 years?

6. What did the Trust spend on RTT fines per year over the last 2 years?

7. What patient booking system does the Trust use if any?

8. How much did the Trust spend on Patient communications i.e Text and SMS last year?

9. How much did the Trust spend on postage per year over the last 2 years?

10. What software does the Trust use for booking or managing appointments?

11. What does the Trust spend per year on patient booking software?

12. How many FTE's does the Trust employ in admin roles per year over the last 2 years?

OUR RESPONSE: From our preliminary assessment, we estimate that compliance with your request would exceed the appropriate costs limit under section 12 of the Freedom of information Act 2000, currently £450, as we do not centrally record the information being requested at 5 above. However, rather than refusing your request in its entirety we are providing information where it is reasonable to do so.

1. There is one dedicated call centre for podiatry and one dedicated team for Single Point of Access (SPA). Other departments have admin staff who book appointments as part of their role. However, they are not dedicated booking teams.

2. Podiatry – 11
   SPA - 41

3. 2018 – 2,517,302
   2019 – 2,417,306

4. 2018 – 88,639
   2019 – 86,141

5. This information is not centrally recorded, as explained above and outpatient letters will include multiple types of correspondence sent by multiple services.

6. £0

7. There are two Electronic Patient Record (EPR) systems that book appointments: Servelec RiO and TPP SystmOne.

8. £61,359

9. 2017/18 - £631,313
   2018/19 - £608,522

10. Servelec RiO and TPP SystmOne

11. Unfortunately, we do not hold this information, as bookings form part of the whole EPR.

12. 2019 - 1250
    2020 - 1241