

Freedom of Information Request

Ref: UHB 20-081

05 June 2020

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

1. How many booking centres or teams does the Trust have?
One main Outpatient Appointment Centre and Clinic Coordinators allied to each speciality.
2. How many staff work in the booking centre?
21.
3. How many outpatient appointments were booked per year over the last 2 years?
2017/8: 709,638
2018/19: 737,005
4. What was the number of DNA's in outpatients per year over the last 2 years?
2017/8: 54,848
2018/19: 53,646
5. How many outpatient letters did the Trust send per year over the last 2 years?
The number of items sent via our outsourced hybrid mail solution was 631,657 between April 2018 - March 2019, and 359,121 between April 2019 - September 2019.
Please note that this includes other patient letters, not just outpatient letters, and more letters are sent manually by individual clinics.
6. What did the Trust spend on RTT fines per year over the last 2 years?
We do not receive fines based on patients who are on an RTT pathway.
7. What patient booking system does the Trust use if any?
Medway.

8. How much did the Trust spend on Patient communications i.e Text and SMS last year?
Commercial interest exemption.
9. How much did the Trust spend on postage per year over the last 2 years?
Commercial interest exemption.
10. What software does the Trust use for booking or managing appointments?
Medway.
11. What does the Trust spend per year on patient booking software?
Commercial interest exemption.
12. How many FTE's does the Trust employ in admin roles per year over the last 2 years?
357 FTE.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Director of Corporate Governance
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

FOI Team
UH Bristol NHS Foundation Trust