Freedom of Information Request   **Ref: 24-158**

22 March 2024

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:

•   We can confirm that we do hold the information you are requesting

Can you please provide the following information under the Freedom of information act;

Freedom Of Information Request	Response
Total number of FTE appointment booking staff within the Trust?	142 WTE
Does the trust also have individual departments conducting their own appointment booking?	Yes
If the Trust _does_ have individual departments conducting their own appointment booking – which departments and how many FTE staff within each department book appointments for patients?	The Trust has 152 specialities across 10 sites and 66 outpatient departments The Trust has two central call centre functions with call centre technology. Divisional booking teams which do not have a call centre functionality 20% of functions are delivered centrally 80% within divisional teams
What was the total Number of Appointments booked within the Trust during the previous 12 months?	Approximately 850,000
What was the staff turnover percentage within the appointment bookings team during the previous 12 months?	Central functions below 8% Divisional functions 14%
What was the staff turnover percentage within the Trust during the previous 12	Approximately 14.6%

What was the total number of _inbound_ calls to the appointment bookings team during the previous 12 months?	282,921
What was the total number of _inbound_ calls to the Trust Switchboard during the previous 12 months?	521,309
What was the total number of _outbound_ calls from the appointment bookings team during the previous 12 months?	329,206
What was the total number of "drop off" calls for the appointment bookings team during the previous 12 months?	86,767
What was the average length of call for the appointment bookings team during the previous 12 months?	3:00
What telephone system does the appointment bookings team utilise?	Netcall and Mitel
What was the average number of days absence within the Trusts appointment bookings team during the previous 12 months?	For central functions-Appointment Centre team - 8.2 days Patient Access Team - 15.2 days
What was the average percentage rate of absence within the Trusts during the previous 12 months?	For central functions - Appointment Centre team 2.8% Patient Access team 4.09%

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:

Data Protection Officer
University Hospitals Bristol and Weston 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

<u>Publication</u>

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.](here)

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust