Reference Number:	FOIAH2324/406
From:	Private Individual
Date:	25 October 2023
Subject:	Centralised Patient Administrative Service

Q1 Do you have a centralised patient administrative service within your Trust?

A1 Yes

Q2 If not, then how do you run your patient services? Please provide a description (i.e. are these admin functions delivered by different services within the Trust).

A2 Not applicable – as per A1

Q3 What are the activities delivered by that centralised administrative service (e.g. referrals, bed management)? Please provide a complete list.

A3 Referral management, booking scheduling of appointments, admin support for routine advice and guidance, clinic template management and service improvement work.

Q4 What percentage of referrals (i.e. RTTs) are managed by that central administrative? Please provide an accurate estimate.

A4 89%

Q5 What is the size, structure and budget of that central administrative? Please provide an outline of team structure as it currently stands and the total number of people in that team, with NHS salary bands, as well as its yearly budget for the past 5 financial years.

A5 Current structure: Total number of staff is 34.
Structure (currently under review) = 1 WTE x Assistant Service Manager (B6), 1 WTE x Operational Manager (B5), 5.00 WTE x Team Leads (B4), 24.81 WTE x B&S clerks.
Yearly budget:
- 2020 - £705,568
- 2021 - £790,851
- 2022 - £801,276,
- 2023 - £1,007,541 2024 - £1,062,605.