

Reference Number: FOIAH2324/647
From: Private Individual
Date: 15 February 2024
Subject: Appointment Booking

- Q1 Total number of FTE appointment booking staff within the Trust?
- A1 16.89 FTE (centralised Booking & Scheduling Team). There are staff across the trust who also book appointments, but it is not the sole purpose of their role.
- Q2 Does the trust also have individual departments conducting their own appointment booking?
- A2 Not applicable as per A1
- Q3 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?
- A3 Not applicable as per A1
- Q4 What was the total Number of Appointments booked within the Trust during the previous 12 months?
- A4 440,077
- Q5 What was the staff turnover percentage within the appointment bookings team during the previous 12 months?
- A5 01.01.23 – 31.12.23 – LTR Headcount %: 2.74% and LTR FTE %: 2.98%
- Q6 What was the staff turnover percentage within the Trust during the previous 12
- A6 01.01.23 – 31.12.23 – LTR Headcount %: 11.89%and LTR FTE %: 11.63%
- Q7 What was the total number of inbound calls to the appointment bookings team during the previous 12 months?
- A7 84,426
- Q8 What was the total number of inbound calls to the Trust Switchboard during the previous 12 months?
- A8 1,300,000

- Q9 What was the total number of outbound calls from the appointment bookings team during the previous 12 months?
- A9 41,752
- Q10 What was the total number of "drop off" calls for the appointment bookings team during the previous 12 months?
- A10 10,158
- Q11 What was the average length of call for the appointment bookings team during the previous 12 months?
- A11 2 minutes 11 seconds
- Q12 What telephone system does the appointment bookings team utilise?
- A12 Avaya
- Q13 What was the average number of days absence within the Trusts appointment bookings team during the previous 12 months?
- A13 01.01.23 – 31.12.23 – Absence FTE: 1,007.11 and Absence FTE %: 8.76%
- Q14 What was the average percentage rate of absence within the Trusts appointment bookings team during the previous 12 months?
- A14 01.01.23 – 31.12.23 – Absence FTE: 81243.22 and Absence FTE %: 5.84%