

Re: Your request made under the Freedom of Information Act 2000

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

Freedom Of Information Request	Example	Response
Total number of FTE appointment booking staff within the Trust?	28	62.52
Does the trust also have individual departments conducting their own appointment booking?	Yes	NO
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?	Ophthalmology -3 Orthopaedics - 5	N/A
What was the total Number of Appointments booked within the Trust during the previous 12 months?	304,320	<i>We have taken the previous 12 months to be the calendar year 2023, and the total number of booked appointments to be the total number of appointments that were either "Attended" or "Did Not Attend". The total was 536808.</i>
What was the staff turnover percentage within the appointment bookings team during the previous 12 months?	15.8% staff turnover	10.70%
What was the staff turnover percentage within the Trust during the previous 12	11.3%	11.85%
What was the total number of inbound calls to the appointment bookings team during the previous 12 months?	240,750 inbound calls	166,257
What was the total number of inbound calls to the Trust Switchboard during the previous 12 months?	790,000 inbound calls	805,970
What was the total number of outbound calls from the appointment bookings team during the previous 12 months?	220,000 outbound calls	Unable to determine a figure as the Contact Centres are part of a suite of telephony tools. It would many hours trying to filter out specific calls.
What was the total number of “drop off” calls for the appointment bookings team during the previous 12 months?	58,000 drop offs	14,210
What was the average length of call for the appointment bookings team during the previous 12 months?	3:36 Minutes	08min 10sec

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What telephone system does the appointment bookings team utilise?	Cisco	Unify OpenScape Contact Centre
What was the average number of days absence within the Trusts appointment bookings team during the previous 12 months?	6.4 days	1215.4
What was the average percentage rate of absence within the Trusts during the previous 12 months?	3.5 days	5.77% Full Trust