

## Appointment Booking

Reference Number: RDF2338-24

Date of Response: 24/04/24

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1<sup>st</sup> April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

*Can you please provide the following information under the Freedom of information act for the central bookings team.*

***If gathering the data departmentally is too labour intensive, Data for the central bookings team would suffice.***

Please see Trust response in table below. Please note:  
Responses to Q1, 5,13 & 14 completed based on the Central Booking Team only.

Questions 2 and 3 - \*Section 12 – Please see full Exemption on page 3.  
Requested information would take the Trust over the 18 hours for FOI response as this FOI has taken some time to collate responses for.

Freedom of Information Request		Response
1.	<i>Total number of FTE appointment booking staff within the Trust?</i>	Average FTE during 12-month period 24.76
2.	<i>Does the Trust also have individual departments conducting their own appointment booking?</i>	Yes
3.	<i>If the Trust <b>does</b> have individual departments conducting their own appointment booking – which departments and how many FTE staff within each department book appointments for patients?</i>	*Section 12
4.	<i>What was the total Number of Appointments booked within the Trust during the previous 12 months?</i>	Trust response 1,528,597 The total includes all attended, DNA's, Cancelled, and could not be seen due to late arrival in the last 12 months (01/03/2023 to 29/02/2024)

5.	<i>What was the staff turnover percentage within the appointment bookings team during the previous 12 months?</i>	30.21% FTE
6.	<i>What was the staff turnover percentage within the Trust during the previous 12</i>	11.56% FTE – Trust wide
7.	<i>What was the total number of <b>inbound</b> calls to the appointment bookings team during the previous 12 months?</i>	Northern Service Approximately 47500 Eastern: Approximately 123,400
8.	<i>What was the total number of <b>inbound</b> calls to the Trust Switchboard during the previous 12 months?</i>	Northern Service: Approximately 380112 Eastern service: Approximately 263,640
9.	<i>What was the total number of <b>outbound</b> calls from the appointment bookings team during the previous 12 months?</i>	Northern response: Approximately 74400 Eastern: Approximately 263,640
10.	<i>What was the total number of “drop off” calls for the appointment bookings team during the previous 12 months?</i>	Northern response: All answered due to call queue system unable to identify abandoned. Eastern Service: 8,400 abandoned calls
11.	<i>What was the average length of call for the appointment bookings team during the previous 12 months?</i>	Northern. Average contact time 2 min 22 seconds. Eastern: Average contact time 4 min 13 seconds
12.	<i>What telephone system does the appointment bookings team utilise?</i>	Northern Service Mitel Eastern Service: Unify HiPath
13.	<i>What was the average number of days absence within the Trusts appointment bookings team during the previous 12 months?</i>	Average of 76 calendar days per month
14.	<i>What was the average percentage rate of absence within the Trusts appointment bookings team during the previous 12 months?</i>	8.69%

## \*Section 12

To provide you with all requested information would require the manual extraction and manipulation of information from various sources. To carry out this work would exceed the appropriate cost limit as set out in Section 12 (1) of the Freedom of Information Act 2000 and is therefore exempt.

Under the Freedom of Information Act 2000 Section 12 (1) and defined in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004, a public authority is not obliged to comply with a request for information if it estimates that the cost of complying would exceed the appropriate limit. The limit of £450 represents the estimated cost of one person spending two and a half days in determining whether the Trust holds the information, locating, retrieving, and extracting that information.

