

Ref: FOIA Reference 2019/20-646

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 13th March 2020

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 3rd February 2020 requesting information under the Freedom of Information Act (2000) regarding outpatient services. I apologise for the delay in responding.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 I would like to find out some information regarding the Trust Outpatient Services.

1. How many booking centres or teams does the Trust have?

A1 One booking team working across two sites

Q2 How many staff work in the booking centre?

A2 Funded establishment of 27WTE

Q3 How many outpatient appointments were booked per year over the last 2 years?

A3 For the period Apr 2018 to January 2020, 2,332,670 appointments were booked

Q4 What was the number of DNA's in outpatients per year over the last 2 years?

A4 For the period Apr 2018 to January 2020, 132,854 appointments were DNA'd

Q5 How many outpatient letters did the Trust send per year over the last 2 years?

A5 Information not held as we are unable to break this down to just *outpatient letters*

Q6 What did the Trust spend on RTT fines per year over the last 2 years?

A6 Please see below:

- 01/02/18 – 31/03/18 = £1.5m
- 01/04/18 – 31/03/19 = £9.3m
- 01/04/19 – 31/01/20 = zero

Q7 What patient booking system does the Trust use if any?

A7 System C Medway

Q8 How much did the Trust spend on Patient communications i.e Text and SMS last year?

A8 Approximately £27,000

Q9 How much did the Trust spend on postage per year over the last 2 years?

A9 Please see below:

Postage costs:-	
2017/18	£647,362
2018/19	£767,687

Q10 What software does the Trust use for booking or managing appointments?

A10 System C Medway

Q11 What does the Trust spend per year on patient booking software?

A11 Information not held as this is part of a wider budget and we are unable to break this down

Q12 How many FTE's does the Trust employ in admin roles per year over the last 2 years?

Please note: if the Trust is not able to provide data over the last 2 years, last year would be sufficient.

A12 Please see below: Fixed term and permanent staffing only

Admin and Clerical Staff in Post	Headcount	Full Time Equivalent (FTE)
As at 31/12/2018	1949	1720.66
As at 31/12/2019	1967	1741.30

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

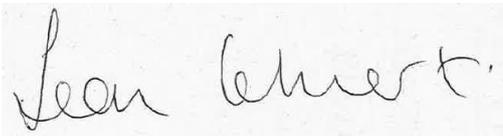
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



Jean Lehnert
Information Governance Manager