

FOI 3568

3rd February 2026

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

Under the Freedom of Information Act 2000, I would like to request the following information regarding inbound telephone activity into your Outpatient Booking/Appointment Teams.

To support efficient and consistent collation across Trusts, I would be grateful if you could provide your responses directly into the table below.

If the information is held across multiple call centres or systems, please indicate this in the table or provide supplementary detail as needed.

Response below:

Metric	Total	Acute Booking Centre	AHP (Allied Health Professional) Booking Centre	Mental Health Booking Centre	Notes / Definitions
1. Total inbound calls received by your Outpatient Booking/Appointment Teams (most recent 12-month period of available data.)	317,742	223,319	85,134	9,289	Please provide a total figure for the Trust or per department if reported separately.
2. Percentage of abandoned calls	26.1%	29.9%	17.7%	9.6%	Definition: An <i>abandoned call</i> is one where the caller disconnects before the call is answered by a staff member or before reaching a completed interaction (e.g., leaving the queue or self-service pathway).
3. Average call answer time (ASA)	3m55sec	4m23sec	3m14sec	35sec	Please provide the average time taken to answer calls (e.g., 2 minutes = 02:00 minutes). If multiple departments have different ASAs, please provide each.
4. Categories/reasons for inbound calls received	A breakdown of call reasons is not available from our systems.				Please list the main call reasons tracked by your systems in the form of a percentage (e.g., appointment booking, rescheduling, cancellations, blood tests, queries, waiting list queries, etc.). If available, please include approximate volumes or percentages for each category.

Email: Foi.Team@Southerntrust.hscni.net