

FOI 2226

13th March 2024

## FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

Question: Can you please provide the following information under the Freedom of information act:

Freedom Of Information Request	Response															
Total number of FTE appointment booking staff within the Trust?	<table border="1"> <thead> <tr> <th></th> <th>HC</th> <th>WTE</th> </tr> </thead> <tbody> <tr> <td>Referral &amp; Booking Centre</td> <td>39</td> <td>30.58</td> </tr> <tr> <td>AHP Central Referral/Booking</td> <td>19</td> <td>17.76</td> </tr> <tr> <td>Mental Health Booking Team</td> <td>23</td> <td>17.19</td> </tr> <tr> <td><b>Total</b></td> <td><b>81</b></td> <td><b>65.53</b></td> </tr> </tbody> </table>		HC	WTE	Referral & Booking Centre	39	30.58	AHP Central Referral/Booking	19	17.76	Mental Health Booking Team	23	17.19	<b>Total</b>	<b>81</b>	<b>65.53</b>
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Does the trust also have individual departments conducting their own appointment booking?	YES															
If the Trust <u>does</u> have individual departments conducting their own appointment booking – which departments and how many FTE staff within each department book appointments for patients?	<p>AHP Referral and Booking Team: 17.76 WTE</p> <p>Mental Health Booking Team: 17.19 WTE</p>															
What was the total Number of Appointments booked within the Trust during the previous 12 months?	436,452 outpatient appointments booked (01/01/2023 – 31/12/23)															
What was the staff turnover percentage within the appointment bookings team during the previous 12 months?	4.17%															

<p><b>What was the staff turnover percentage within the Trust during the previous 12</b></p>	<p>8.71%</p>
<p><b>What was the total number of <u>inbound</u> calls to the appointment bookings team during the previous 12 months?</b></p>	<p>This information is not centrally recorded - Under section 12 of the Freedom of Information Act 2000, Public Authorities are not obliged to comply with an information request where to do so would exceed the cost limit.</p> <p>Unfortunately we are unable to provide the information you have requested as the cost of locating and retrieving the information exceeds the “appropriate limit” as stated in the Freedom of Information (Fees and Appropriate Limit) Regulations 2004. It has been estimated that it would take more than 18 hours to locate and retrieve the requested information. In order to obtain this information and it would exceed the £450 limit and is therefore cost prohibitive.</p>
<p><b>What was the total number of <u>inbound</u> calls to the Trust Switchboard during the previous 12 months?</b></p>	<p>591334 inbound calls (01/01/23 – 31/12/23)</p>
<p><b>What was the total number of <u>outbound</u> calls from the appointment bookings team during the previous 12 months?</b></p>	<p>This information is not centrally recorded - Under section 12 of the Freedom of Information Act 2000, Public Authorities are not obliged to comply with an information request where to do so would exceed the cost limit.</p> <p>Unfortunately we are unable to provide the information you have requested as the cost of locating and retrieving the information exceeds the “appropriate limit” as stated in the Freedom of Information (Fees and Appropriate Limit) Regulations 2004. It has been estimated that it would take more than 18 hours to locate and retrieve the requested information. In order to obtain this information and it would exceed the £450 limit and is therefore cost prohibitive.</p>
<p><b>What was the total number of “drop off” calls for the appointment bookings team during the previous 12 months?</b></p>	<p>This information is not centrally recorded - Under section 12 of the Freedom of Information Act 2000, Public Authorities are not obliged to comply with an information request where to do so would exceed the cost limit.</p> <p>Unfortunately we are unable to provide the information you have requested as the cost of locating and retrieving the information exceeds the “appropriate limit” as stated in the Freedom of Information (Fees and Appropriate Limit) Regulations 2004. It has been estimated that it would take more than 18 hours to locate and retrieve the requested information. In order to obtain this information and it would exceed the £450 limit and is therefore cost prohibitive.</p>



## Southern Health and Social Care Trust

<b>What was the average length of call for the appointment bookings team during the previous 12 months?</b>	<p>This information is not centrally recorded - Under section 12 of the Freedom of Information Act 2000, Public Authorities are not obliged to comply with an information request where to do so would exceed the cost limit.</p> <p>Unfortunately we are unable to provide the information you have requested as the cost of locating and retrieving the information exceeds the “appropriate limit” as stated in the Freedom of Information (Fees and Appropriate Limit) Regulations 2004. It has been estimated that it would take more than 18 hours to locate and retrieve the requested information. In order to obtain this information and it would exceed the £450 limit and is therefore cost prohibitive.</p>
<b>What telephone system does the appointment bookings team utilise?</b>	<p>Although the Southern Trust understands that there is a public interest in being open and transparent, the information including manufacturer, models and replacement timeframes is business sensitive and has the potential to leave the Trust vulnerable to cyber-attacks. By disclosing these details, this information could prejudice and compromise the Trust’s network/IT security.</p> <p>In accordance with Section 31 (1) (a) of the Freedom of Information Act 2000 - Law enforcement – the prevention or detection of crime, such information is exempt from disclosure.</p> <p>We believe that putting this information into the public domain would make the Trust more vulnerable to cyber-attacks. The public interest in maintaining the security of our systems and providing safe health and social care to our patients/clients outweighs the public interest in disclosure of this information.</p>
<b>What was the average number of days absence within the Trusts appointment bookings team during the previous 12 months?</b>	27.48
<b>What was the average percentage rate of absence within the Trusts during the previous 12 months?</b>	11.62% - within the Trust’s appointment booking teams

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