

9th March 2020

Our ref: FOI 03578

Dear

Thank you for your request for information.

### Your Request & Our Response

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

1. How many booking centres or teams does the Trust have?	There is one booking team centrally however there are certain areas that manage their own bookings.
2. How many staff work in the booking centre?	19.45 WTE (22 members of staff) within the central booking team
3. How many outpatient appointments were booked per year over the last 2 years?	Outpatient appointments booked January 2019 – December 2019 – 348,368 (Includes hospital and patient cancellations). The Trust operates a full booking process.
4. What was the number of DNA's in outpatients per year over the last 2 years?	DNAs January 2019 – December 2019 – 20,830
5. How many outpatient letters did the Trust send per year over the last 2 years?	Assuming all outpatient appointments booked received a letter January 2019 – December 2019 – 348,368 (Includes hospital and patient cancellations)
6. What did the Trust spend on RTT fines per year over the last 2 years?	2019-20 YTD to M9 Dec-19 – 4 RTT 52 week recorded breaches @ £2500 per breach = £10,000  Sanctions for RTT 18 wks were suspended in 19-20.  Sanctions for all RTT targets were suspended in 2017-18 and 2018-19.

Chairman: Pearse Butler

Chief Executive: Kevin McGee (Interim)

#### RESEARCH MATTERS AND SAVES LIVES - TODAY'S RESEARCH IS TOMORROW'S CARE

Blackpool Teaching Hospitals is a Centre of Clinical and Research Excellence providing quality up to date care. We are actively involved in undertaking research to improve treatment of our patients. A member of the healthcare team may discuss current clinical trials with you.



7. What patient booking system does the Trust use if any?	Patient Administration System – IMS Maxims
8. How much did the Trust spend on Patient communications i.e Text and SMS last year?	The Trust spent £63,689 on patient communications during the calendar year 2019
9. How much did the Trust spend on postage per year over the last 2 years?	The Trust spent £314,211 on postage during calendar year 2019
10. What software does the Trust use for booking or managing appointments?	Patient Administration System – IMS Maxims
11. What does the Trust spend per year on patient booking software?	N/A
12. How many FTE's does the Trust employ in admin roles per year over the last 2 years?	The average contracted FTE during calendar year 2019 for the staffing group Admin and Clerical was 1531 FTE

The information in this response is provided under the terms of the Open Government Licence. Please see here for more information:

<http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>

The following link is a customer satisfaction survey if you would like to leave feedback:

<http://www.bfwh.nhs.uk/our-services/hospital-services/information-governance/foi-questionnaire/>

If you are dissatisfied with our response to your request for access to information you may ask us to carry out an internal review. You should do this by writing to:

The Information Governance Manager  
 Blackpool Teaching Hospitals NHS Foundation Trust  
 Blackpool Victoria Hospital  
 Whinney Heys Rd  
 Blackpool  
 FY3 8NR  
 Email: [bfwh.pso@nhs.net](mailto:bfwh.pso@nhs.net)

If you remain unhappy, you may make a complaint to the Information Commissioner's Office.

Yours Sincerely,

Stephen Connor  
 Freedom of Information Manager