

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on Thursday 15th February 2024. I am pleased to confirm the following.

Freedom Of Information Request	Example	Response
Total number of FTE appointment booking staff within the Trust?	28	26.44WTE
Does the trust also have individual departments conducting their own appointment booking?	Yes	Yes
If the Trust does have individual departments conducting their own appointment booking – which departments and how many FTE staff within each department book appointments for patients?	Ophthalmology -3 Orthopaedics - 5	Physiotherapy, Haematology, Cancer Services, Imaging Dept, Dermatology, Respiratory Physiology, Paediatrics, Medical Oncology, Clinical Oncology
What was the total Number of Appointments booked within the Trust during the previous 12 months?	304,320	427,915
What was the staff turnover percentage within the appointment bookings team during the previous 12 months?	15.8% staff turnover	7.32%
What was the staff turnover percentage within the Trust during the previous 12	11.3%	13.3%
What was the total number of inbound calls to the appointment bookings team during the previous 12 months?	240,750 inbound calls	113324
What was the total number of inbound calls to the Trust	790,000 inbound calls	206,271

Switchboard during the previous 12 months?		
What was the total number of outbound calls from the appointment bookings team during the previous 12 months?	220,000 outbound calls	Do not have this information
What was the total number of “drop off” calls for the appointment bookings team during the previous 12 months?	58,000 drop offs	17706
What was the average length of call for the appointment bookings team during the previous 12 months?	3:36 Minutes	0:03:46
What telephone system does the appointment bookings team utilise?	Cisco	Cisco

What was the average number of days absence within the Trusts appointment bookings team during the previous 12 months?	6.4 days	7 days
What was the average percentage rate of absence within the Trusts during the previous 12 months?	3.5 days	4.7%

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely

Freedom of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

Any re-use of this information will be subject to the
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