

Freedom of Information Team
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Name:
Date: 03/03/2020
Ref: 19-20 560

Dear

Freedom of Information request

Firstly please accept our apologies for the delay in responding to you.

Thank you for your request for information under the Freedom of Information Act 2000, which was received by our Freedom of Information team on 03/02/2020.

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

The Trust has one Outpatient Booking Centre in addition each speciality have their own team for soon and specific appointments.

2. How many staff work in the booking centre?

35 whole time equivalent (WTE).

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

2018: 813770

2019: 829393

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

CY	DNAs (national)
2018	38875
2019	41156

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

In the last two years the Trust sent 765,942 outpatient appointment letters.

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

£0.00.

7. What patient booking system does the Trust use if any?

Clinicom and e Referral.

- 8. How much did the Trust spend on Patient communications i.e Text and SMS last year?**
£160,000.
- 9. How much did the Trust spend on postage per year over the last 2 years?**
£997,000 over the last 2 financial years.
- 10. What software does the Trust use for booking or managing appointments?**
e Referral and Clinicom PAS – Patient Administration System.
- 11. What does the Trust spend per year on patient booking software?**
£8,000 patient portal and £21,000 outpatient reminder service.
- 12. How many FTE's does the Trust employ in admin roles per year over the last 2 years?**
The Trust have approximately 405 people in admin roles across the Trust, and this has not changed significantly over the last two years

Please accept this letter as completion of your request. Please note that copies of this request will be held on file for three years before being confidentially destroyed.

If you are dissatisfied with the outcome of your request, please contact our Head of Information Governance on Information.Governance@porthosp.nhs.uk or write to the above address and we will conduct an internal review. Upon review, if you are still dissatisfied, you may appeal our decision by contacting the Information Commissioner's Office; for more information please visit the [ICO's website](#).

Please be aware, if we do not receive an appeal within 30 days of you receiving this letter, we will assume that you are satisfied with our response. If you have any further queries, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team