

King's Mill Hospital
Mansfield Road
Sutton in Ashfield
Nottinghamshire
NG17 4JL

Tel: 01623 622515
Join today: www.sfh-tr.nhs.uk

Direct Line: 01623 672232
Our Ref: 53772
E-mail: sfh-tr.foi.requests@nhs.net

[REDACTED]
RE: Freedom of Information Request

24th June 2024

Dear Sir/Madam

With reference to your request for information received on 15th February 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold some of the information you have requested. A response to each part of your request is provided below. Please accept our sincere apologies for the delay.

In your request you asked:

- 1. Total number of FTE appointment booking staff within the Trust?**
31.34 FTE – however do not solely book appointments we are also a call centre and a central administration team.
- 2. Does the trust also have individual departments conducting their own appointment booking?**
Yes.

Home, Community, Hospital.

3. 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?

Row Labels	Additional Clinical Services	Admin and Clerical	Allied Health Professionals	Healthcare Scientists	Medical and Dental	Nursing and Midwifery Registered	Grand Total
Outpatient Booking Team	0	27.01	0	0	0	0	27.01
Speech & Language	0.20	0.50	12.30	0	0	0	13.00
Paediatric Physio & OT	0	0	3.84	0	0	0	3.84
Stroke - Medical	0	0	0	0	9.00	2.00	11.00
Oncology Specialist Nurses	0	0	0	0	0	2.09	2.09
PPC Geriatrics	0	3.03	0	0	0	0	3.03
PPC Cardiology	0	9.03	0	0	0	0	9.03
PPC Haematology	0	4.80	0	0	0	0	4.80
Pain Management Nurses	0	0	0	0	0	3.55	3.55
PPC Vascular	0	2.40	0	0	0	0	2.40
Medical Staff Breast Surgery	0	0	0	0	7.00	0	7.00
Audiology	6.42	0	0	14.09	0	0	20.51
Occupational Health	0	2.04	0.80	0	0	7.68	10.52
PPC Obstetrics & Gynaecology	0	11.19	0	0	0	0	11.19
Community Midwives	4.15	0	0	0	0	41.05	45.19
Specialist Midwives	0.80	0	0	0	0	14.43	15.23
PPC Community Paediatrics	0	18.19	0	0	0	1.00	19.19

4. What was the total Number of Appointments booked within the Trust during the previous 12 months?

726,455 appointments booked in Careflow for the period (June 23 to May 24) this covers all RK5 (SFH) activity that is included in the CDS with the omission of attendances outside of clinic. This activity includes all booked appointments irrespective of appointment outcome and irrespective of consultation type (F2F, Tele, Virtual).

5. What was the staff turnover percentage within the appointment bookings team during the previous 12 months?

10.37%

Home, Community, Hospital.

6. **What was the staff turnover percentage within the Trust during the previous 12?**
9.17%
7. **What was the total number of *inbound* calls to the appointment bookings team during the previous 12 months?**
107,544 December – May 2024
8. **What was the total number of *inbound* calls to the Trust Switchboard during the previous 12 months?**
External Calls into the switchboard – 438,341
Internal Calls into Switchboard – 523,154
9. **What was the total number of *outbound* calls from the appointment bookings team during the previous 12 months?**
3,086 December – May 2024
10. **What was the total number of “drop off” calls for the appointment bookings team during the previous 12 months?**
32,514 December – May 2024
11. **What was the average length of call for the appointment bookings team during the previous 12 months?**
2minutes 20 seconds December – May 2024
12. **What telephone system does the appointment bookings team utilise?**
Liberty Converse.
13. **What was the average number of days absence within the Trusts appointment bookings team during the previous 12 months?**
22.33 FTE days lost absence.
14. **What was the average percentage rate of absence within the Trusts during the previous 12 months?**
4.82% absence rate.

I trust this information answers your request. Should you have any further enquiries or queries about this response please do not hesitate to contact me. However, if you are unhappy with the way in which your request has been managed, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Sally Brook Shanahan, Director of Corporate Affairs, King's Mill Hospital, Mansfield Road, Sutton in Ashfield, Nottinghamshire, NG17 4JL or email sally.brookshanahan@nhs.net.

Home, Community, Hospital.

If you are dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether we have complied with our obligations under the Act and can require us to remedy any problems. The Information Commissioner's Office cannot decide unless you have exhausted the internal review procedure.

You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/your-data-matters/official-information/>.

Complaints to the Information Commissioner's Office should be sent to FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 1231113, email casework@ico.org.uk.

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 01623 672232 or email sfh-tr.foi.requests@nhs.net.

Yours faithfully

Information Governance Team

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the licence conditions must be met. You must not re-use any previously unreleased information without having the consent from Sherwood Forest Hospitals NHS Foundation Trust. Should you wish to re-use previously unreleased information then you must make your request in writing. All requests for re-use will be responded to within 20 working days of receipt.

Home, Community, Hospital.