

Dear

FREEDOM OF INFORMATION – APPOINTMENT BOOKING

I write in response to your request for information in relation to appointment booking in NHS Lothian.

Our responses are provided in the table as requested:

Freedom Of Information Request	Response
Total number of FTE appointment booking staff within the Trust?	Bookings take place in each individual department and a total number of staff working on this is not held centrally. In the Health Records department there are 70 whole time equivalent staff working in the booking teams.
Does the trust also have individual departments conducting their own appointment booking?	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?	A large number of departments conduct their own appointment booking. Information on the number of bookings staff in each department is not held centrally and significant resources would be required to collate this information. Under section 12 of the Freedom of Information (Scotland) Act 2002, NHS Lothian is not required to respond to your request if the resources required to do so equate to more than £600 in cost.
What was the total Number of Appointments booked within the Trust during the previous 12 months?	Total number of outpatient appointments booked in 2023 was 3,493,843.
What was the staff turnover percentage within the appointment bookings team during the previous 12 months?	In the Health Records department the staff turn over in the bookings teams is 20%. This does not cover bookings staff in other

	departments.
What was the staff turnover percentage within the Trust during the previous 12 months?	9.8% (February 2023 – January 2024). Excludes medical trainees.
What was the total number of <i>inbound</i> calls to the appointment bookings team during the previous 12 months?	The total number of inbound calls to the Health Records department booking teams was 222,294. This does not cover other department booking teams.
What was the total number of <i>inbound</i> calls to the Trust Switchboard during the previous 12 months?	The total number of inbound calls to the NHS Lothian switchboard was 1,346,674. This is the number of connected calls to the switchboard and does not include calls terminated by the caller before they were picked up by a call handler, or calls that came into Lothian via direct numbers rather than through the switchboard.
What was the total number of <i>outbound</i> calls from the appointment bookings team during the previous 12 months?	Information on outbound calls is not recorded, as the call centre technology is only used for inbound calls.
What was the total number of “drop off” calls for the appointment bookings team during the previous 12 months?	The total number of drop off calls to the Health Records department booking teams was 33,716. This does not cover other department booking teams.
What was the average length of call for the appointment bookings team during the previous 12 months?	The average length of call for calls to the Health Records department booking teams was 3.05 minutes. This does not cover other department booking teams.
What telephone system does the appointment bookings team utilise?	The Health Records department booking team uses BT CCNG.
What was the average number of days absence within the Trusts appointment bookings team during the previous 12 months?	In the Health Records department booking team the average absence was 2.5 days per staff member. This does not cover the bookings staff in other departments.
What was the average percentage rate of absence within the Trusts during the previous 12 months?	5.75% (February 2023 – January 2024).

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at www.itspublicknowledge.info/appeal. If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the reviewer at the address at the top of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhslothian.scot/FOI>

Yours sincerely

ALISON MACDONALD
Executive Director of Nursing Midwifery and AHPs
Cc: Chief Executive