

Dear

FREEDOM OF INFORMATION – OUTPATIENT BOOKING CALLS

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

Question:

1. Total inbound calls received by your Outpatient Booking/Appointment Teams (most recent 12-month period of available data.) Please provide a total figure for the Trust or per department if reported separately.
2. Percentage of abandoned calls. Definition: An abandoned call is one where the caller disconnects before the call is answered by a staff member or before reaching a completed interaction (e.g., leaving the queue or self-service pathway).
3. Average call answer time (ASA) Please provide the average time taken to answer calls (e.g., 2 minutes = 02:00 minutes). If multiple departments have different ASAs, please provide each.
4. Categories / reasons for inbound calls received. Please list the main call reasons tracked by your systems in the form of a percentage (e.g., appointment booking, rescheduling, cancellations, blood tests, queries, waiting list queries, etc.). If available, please include approximate volumes or percentages for each category.

Answer:

The table below has been completed with the information requested.

NHS Lothian outpatient booking teams inbound calls	
Metric	Response
1. Total inbound calls received by your Outpatient Booking/Appointment Teams (most recent 12-month period of available data.)	446,012
2. Percentage of abandoned calls	30.1%
3. Average call answer time (ASA)	5.61 minutes
4. Categories/reasons for inbound calls received	Information not held

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 <https://www.foi.scot/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