

Executive Corridor
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX
Switchboard Tel: 01325 38 0100
Foundation Trust Office: 01325 74 3625
Corporate Records Office: 01325 74 3700

Request for Information Reference: 02.24.49

FOI Direct line: 01325 743700
Email: cdda-tr.cddftfoi@nhs.net

Email only

20th February 2024

Dear

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 15th February 2024 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to Appointment booking and I am providing the following information in response to your specific questions:

Can you please provide the following information under the Freedom of information act;

Freedom Of Information Request	Response
Total number of FTE appointment booking staff within the Trust?	42.31 FTE
Does the trust also have individual departments conducting their own appointment booking?	No
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?	Not applicable
What was the total Number of Appointments booked within the Trust during the previous 12 months?	623,855

What was the staff turnover percentage within the appointment bookings team during the previous 12 months?	9.63% Overall
What was the staff turnover percentage within the Trust during the previous 12 months?	11.28% Overall

What was the total number of <i>inbound</i> calls to the appointment bookings team during the previous 12 months?	220,834
What was the total number of <i>inbound</i> calls to the Trust Switchboard during the previous 12 months?	1,400,000
What was the total number of <i>outbound</i> calls from the appointment bookings team during the previous 12 months?	17,489
What was the total number of “drop off” calls for the appointment bookings team during the previous 12 months?	9,902
What was the average length of call for the appointment bookings team during the previous 12 months?	2:17 minutes
What telephone system does the appointment bookings team utilise?	Liberty Netcall

What was the average number of days absence within the Trusts appointment bookings team during the previous 12 months?	63.70
What was the average percentage rate of absence within the Trusts during the previous 12 months?	5.54%

In line with the Information Commissioner’s directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust’s website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with

the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Corporate Records and Freedom of Information Facilitator