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Appointment Booking

Freedom Of Information Request	Response
Total number of FTE appointment booking staff within the Trust?	Central Health Records OP Appointment Booking Team (only): 85.47wte staff
Does the trust also have individual departments conducting their own appointment booking?	Yes
If the Trust <i>does</i> have individual departments conducting their own appointment booking – which departments and how many FTE staff within each department book appointments for patients?	Belfast Trust has other administrative teams that book appointments other than the Central Health Records OP Appointment Booking Team. These services are Orthopaedics, Maternity, Oncology, Diagnostics, Macular, Mental Health, Allied Health Professionals, some Nurse led clinics and Community based services book their own appointments.
What was the total Number of Appointments booked within the Trust during the previous 12 months?	Central Health Records OP Appointment Booking Team (only): Appointments booked = 597,128 appointments
What was the staff turnover percentage within the appointment bookings team during the previous 12 months?	Central Health Records OP Appointment Team: staff turnover % from 1/1/2023 to 21/12/2023 is 3.21%
What was the staff turnover percentage within the Trust during the previous 12	Total staff trust turnover % from 1/1/2023 to 31/12/2023 is 7.78%
What was the total number of <i>inbound</i> calls to the appointment bookings team during the previous 12 months?	Central Health Records OP Appointment Team (only) = 429,978 inbound calls from 01/01/2023 to 31/12/2023
What was the total number of <i>inbound</i> calls to the Trust Switchboard during the previous 12 months?	Trust Switchboard inbound call (this does not include internal calls to switchboard) = 912,618 calls From 1/1/2023 to 31/12/2023

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What was the total number of <i>outbound</i> calls from the appointment bookings team during the previous 12 months?	Central Health Records OP Appointment Team (only) = 124,876 outbound calls from 01/01/2023 to 31/12/2023
What was the total number of “drop off” calls for the appointment bookings team during the previous 12 months?	Central Health Records OP Appointment Team (only) = 77,146 drop off calls from 01/01/2023 to 31/12/2023
What was the average length of call for the appointment bookings team during the previous 12 months?	Central Health Records OP Appointment Team (only) = 2.9 Minutes is average length of call from 1/1/2023 to 31/12/2023
What telephone system does the appointment bookings team utilise?	Avaya Phone System
What was the average number of days absence within the Trusts appointment bookings team during the previous 12 months?	The average number of days lost = 15 days from 1/1/2023 to 31/12/2023 or Central Health Records OP Appointment Teams absence rate was 3.43% from 1/1/2023 to 31/12/2023
What was the average percentage rate of absence within the Trusts during the previous 12 months?	The BHSCT Trust absence rate was 9.86% from 1/1/2023 to 31/12/2023