

<b>Reference:</b>	FOI.13825.24
<b>Subject:</b>	Appointment booking
<b>Date of Request:</b>	15 February 2024

**Requested:**

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

Freedom Of Information Request	Example	Response
Total number of FTE appointment booking staff within the Trust?	28	
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?	Ophthalmology - 3 Orthopaedics - 5	
What was the total Number of Appointments booked within the Trust during the previous 12 months?	304,320	

What was the staff turnover percentage within the appointment bookings team during the previous 12 months?	15.8% staff turnover	
What was the staff turnover percentage within the Trust during the previous 12 months?	11.3%	

What was the total number of <i>inbound</i> calls to the appointment bookings team during the previous 12 months?	240,750 inbound calls	
What was the total number of <i>inbound</i> calls to the Trust Switchboard during the previous 12 months?	790,000 inbound calls	
What was the total number of <i>outbound</i> calls from the appointment bookings team during the previous 12 months?	220,000 outbound calls	
What was the total number of “drop off” calls for the appointment bookings team during the previous 12 months?	58,000 drop offs	
What was the average length of call for the appointment bookings team during the previous 12 months?	3:36 Minutes	
What telephone system does the appointment bookings team utilise?	Cisco	

What was the average number of days absence within the Trusts appointment bookings team during the previous 12 months?	6.4 days	
What was the average percentage rate of absence within the Trusts during the previous 12 months?	3.5 days	

**Response:**

Hywel Dda University Health Board (UHB) is unable to provide you with the information requested, as it is estimated that the cost of answering your request would exceed the “appropriate limit” as stated in the Freedom of Information Act 2000 and the Data Protection (Appropriate Limit and Fees) Regulations 2004. The “appropriate limit” represents the estimated cost of one person spending 18

hours (or 2½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

The information requested is very broad and would require the UHB to contact several departments and teams across the UHB, to identify any of the information that would fulfil your request, as it is not recorded centrally. It is deemed that your request would exceed the FoIA appropriate limit.

The UHB is therefore applying an exemption under Section 12 of the Freedom of Information Act 2000 (FoIA), which provides an exemption from a public authority's obligation to comply with a request for information where the cost of compliance is estimated to exceed the appropriate limit.

However, under section 16 of the FoIA, the UHB has a duty to provide advice and assistance and therefore, suggests how you could refine your request below.

Provide a specific service area, to enable an approach to be made to a particular department for collation of the specific information, e.g. appointments made via the central booking hub, by specialty for outpatients or inpatients.