Standing Way
Eaglestone
Milton Keynes
MK6 5LD
01908 660033
www.mkuh.nhs.uk

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on Wednesday 18th October 2023. I am pleased to confirm the following.

1. Do you have a centralised patient administrative service within your Trust?

Yes

2. If not then how do you run your patient services? Please provide a description (i.e. are these admin functions delivered by different services within the Trust).

Admissions, Patient Pathway Coordinators (PPC), Medical Records, Central Booking Office, Elective Care Systems and Training Team, Patient Tracking List Validation Officers, Systems Management, Outpatient Reception, and Clinical Documentation Administration.

Women's and Children and Cancer Services have their own PPC's, but the referral management sits under Patient Access (patient Services)

3. What are the activities delivered by that centralised administrative service (e.g., referrals, bed management)? Please provide a complete list.

All referrals except for diagnostic only pathways.

4. What percentage of referrals (i.e. RTTs) are managed by that central administrative? Please provide an accurate estimate.

90%

5. What is the size, structure and budget of that central administrative? Please provide an outline of team structure as it currently stands and the total number of people in that team, as well as its yearly budget for the past 5 financial years.

Cost Centre	Description	2022/23		2021/22		2020/21		2019/20		2018/19	
		Budget	Spend	Budget	Spend	Budget	Spend	Budget	Spend	Budget	Spend
W70354	OPD Central Booking Team (Dept)	1,539,856	1,759,485	1,408,412	1,673,377	1,350,861	1,360,798	1,379,944	1,324,314	1,076,561	1,379,376
W70361	Patient Services Mgr (Dept)	477,311	506,841	477,243	384,365	510,680	456,244	498,855	410,195	474,205	460,272
W70362	Admissions Admin Team (Dept)	581,062	563,702	467,359	508,859	449,144	451,531	397,039	451,569	366,800	365,817
W70363	Central Typing Hub (Dept)	826,359	820,592	755,025	642,911	968,964	829,504	549,687	934,075	405,952	579,090
W70364	Central Admin Support (Dept)	1,819,610	1,722,721	1,677,562	1,551,951	1,624,809	1,580,112	1,257,661	1,493,072	1,256,728	1,211,390
W70371	Medical Records (Dept)	757,868	715,033	768,561	652,179	832,019	726,474	803,680	710,149	821,505	668,265

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As a teaching hospital, we conduct education and research to improve healthcare for our patients. During your visit students may be involved in your care, or you may be asked to participate in a clinical trial. Please speak to your doctor or nurse if you have any concerns.

Chief Executive: Joe Harrison

Chair: Alison Davis

and authorisation from Milton Keynes Hospital NHS Foundation Trust will be required. In the event of any re-use, the information must be reproduced accurately and not used in a misleading manner.

If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

Any re-use of this information will be subject to the
'Re-use of Public Sector Information Regulations' and best practice.