

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 04 February 2020.

I am pleased to confirm the following.

1. How many booking centres or teams does the Trust have?

2 (Admission and Outpatients)

2. How many staff work in the booking centre?

We are funded for Admission – 13.93 WTE and CBO Outpatients – 56.61 WTE that does included reception as we cross cover between the 2 roles.

3. How many outpatient appointments were booked per year over the last 2 years?

<https://www.england.nhs.uk/statistics/statistical-work-areas/hospital-activity/quarterly-hospital-activity/qar-data/>

4. What was the number of DNA's in outpatients per year over the last 2 years?

<https://www.england.nhs.uk/statistics/statistical-work-areas/hospital-activity/quarterly-hospital-activity/qar-data/>

5. How many outpatient letters did the Trust send per year over the last 2 years?

This information is not held centrally.

6. What did the Trust spend on RTT fines per year over the last 2 years?

The Trust has not had any RTT fines in the last 2 years

7. What patient booking system does the Trust use if any?

MyCare, E-care and E-Referral

8. How much did the Trust spend on Patient communications i.e Text and SMS last year?

17/18 £80k 18/19 £68k

9. How much did the Trust spend on postage per year over the last 2 years?

17/18 £446k 18/19 £449k

10. What software does the Trust use for booking or managing appointments?

MyCare, E-care and E-Referral

11. What does the Trust spend per year on patient booking software?

Ereferral is a national system, the booking flow through to eCare and augmented there, before being potentially available in MyCare. Booking is not a cost line for eCare, it's a main contract.

12. How many FTE's does the Trust employ in admin roles per year over the last 2 years?

Year	Admin FTE
2019	676
2018	673

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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

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