

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 |

You are advised that this information is provided in accordance with the Freedom of Information Act 2000 and is for your personal use. Any re-use of this information will be subject to copyright and the Re-Use of Public Sector Information Regulations (1st July 05) 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. |
|-------------------------------------------------------------------------------------------------------------------------------|