

Freedom of Information Act 2000 – Request Reference FoI/24/125
Appointment Booking

Information Requested:

Freedom Of Information Request	Example	Response
Total number of FTE appointment booking staff within the Trust?	28	New cases medical records only: 20.23%
Does the trust also have individual departments conducting their own appointment booking?	Yes	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	Cardiff and Vale University Health Board (the UHB) believes the section 12 exemption applies and is refusing your request.
What was the total Number of Appointments booked within the Trust during the previous 12 months?	304,320	772,016 (emergency clinics and walk-in appointments excluded)
What was the staff turnover percentage within the appointment bookings team during the previous 12 months?	15.8% staff turnover	22.2%
What was the staff turnover percentage within the Trust during the previous 12	11.3%	11.47% as at 31 January 2024
What was the total number of <i>inbound</i> calls to the appointment bookings team during the previous 12 months?	240,750 inbound calls	170,740
What was the total number of <i>inbound</i> calls to the Trust Switchboard during the previous 12 months?	790,000 inbound calls	933,860 (Caveat provided below)*
What was the total number of <i>outbound</i> calls from the appointment bookings team during the previous 12 months?	220,000 outbound calls	35,994

What was the total number of “drop off” calls for the appointment bookings team during the previous 12 months?	58,000 drop offs	64,269
What was the average length of call for the appointment bookings team during the previous 12 months?	3:36 Minutes	4:04 Minutes
What telephone system does the appointment bookings team utilise?	Cisco	Solidus
What was the average number of days absence within the Trusts appointment bookings team during the previous 12 months?	6.4 days	New cases only in Medical Records – 278 days off total with 17 WTE staff across both sites.
What was the average percentage rate of absence within the Trusts during the previous 12 months?	3.5 days	6.23% as at 31 January 2024

* The Switchboard based at UHW takes all of the external calls for the UHW, UHL, Barry, CRI and Woodland House sites, as well as approx. 20 community setting buildings such as Genomics, Rookwood (ALAX Wheelchair services and COVID vaccination site, Physiotherapy at Longcross Street etc.). The switchboard also takes all of the internal calls for the UHB from the hospital sites.