

# Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

## Information Governance Department

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Ref: FOI/2024/9634

Date Received: 15<sup>th</sup> February 2024

Response Due: 14<sup>th</sup> March 2024

Date: 10<sup>th</sup> July 2024

Dear Sir/Madam

With reference to your request for information received on 15<sup>th</sup> February 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

Freedom Of Information Request	Response
Total number of FTE appointment booking staff within the Trust?	We are unable to provide this information from our ESR system as staff are not recorded in such a way to be easily identifiable as booking patient appointments.
Does the trust also have individual departments conducting their own appointment booking?	Yes
If the Trust <b><u>does</u></b> have individual departments conducting their own appointment booking – which departments and how many FTE staff within each department book appointments for patients?	We are unable to provide this information from our ESR system as staff are not recorded in such a way to be easily identifiable as booking patient appointments.
What was the total Number of Appointments booked within the Trust during the previous 12 months?	721,422
What was the staff turnover percentage within the appointment bookings team during the previous 12 months?	We are unable to provide this information from our ESR system as staff are not recorded in such a way to be easily identifiable as booking patient appointments.

What was the staff turnover percentage within the Trust during the previous 12	8.89% (Mar 23 – Feb 24)
What was the total number of <b><i>inbound</i></b> calls to the appointment bookings team during the previous 12 months?	184,618 (Jul 23 – Jun 24)
What was the total number of <b><i>inbound</i></b> calls to the Trust Switchboard during the previous 12 months?	480,000
What was the total number of <b><i>outbound</i></b> calls from the appointment bookings team during the previous 12 months?	We do not hold this information. The Trusts external supplier holds it.
What was the total number of “drop off” calls for the appointment bookings team during the previous 12 months?	130,798 including patients who terminate the call if they want a Phlebotomy appointment online once they know of the online system.
What was the average length of call for the appointment bookings team during the previous 12 months?	Average length of Phlebotomy = 2 mins Average length of Outpatients = 4 mins
What telephone system does the appointment bookings team utilise?	Cirrus Cloud Based.
What was the average number of days absence within the Trusts appointment bookings team during the previous 12 months?	We are unable to provide this information from our ESR system as staff are not recorded in such a way to be easily identifiable as booking patient appointments.
What was the average percentage rate of absence within the Trusts during the previous 12 months?	5.18% rolling 12-month sickness as at 29 Feb 24

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Tabitha Gardner  
Chief Finance Officer

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF

Helpline number: 0303 123 111