

Date: Tuesday, 31st October 2023
Our Ref: MB/SH FOI 6003

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Re: Freedom of Information Request FOI 6003

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 25th October 2023.

Your request was as follows:

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

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).

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

The Outpatient Access Centre manages outpatient referrals, outpatient waiting list management, outpatient appointments and other administrative duties including clinic outcomes and consultants' visits to satellite hospitals within the Cheshire and Merseyside region. There is a separate booking team for diagnostics and other booking team for neurophysiology appointments. Medical secretaries are also responsible for some follow up appointment bookings in the Trust.

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

For the outpatient booking team it involves registering patient referrals, allocating referrals for clinical triage, listing and managing on the outpatient waiting list, booking of appointments, and additional administrative duties such as clinic outcomes and clinic cancellations.

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

Close to all outpatient referrals for new appointments are managed within the outpatient access centre. These are referrals for appointments in consultant led clinics. This does not include referrals for diagnostic or neurophysiology testing.

4. 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, with NHS salary bands, as well as its yearly budget for the past 5 financial years.

As per Question 1, The Trust do not have a central office for all patient access activity within the Trust. The structure and budget of the Outpatient Access Centre is -

26.73 WTE of which -
1.0 Band 7 - Operational Manager
1.0 Band 6 - Outpatient Access Manager
1.0 Band 4 - Team Leader
1.0 Band 3 - Supervisor
8.13 Band 3 - Waiting List Coordinators
14.60 Band 2 - Registration and appointment

Budget for the past 5 financial years -
19/20 - £631,207
20/21 - £623,733
21/22 - £691,384
22/23 - £783,815
23/24 - £761,661

Please see our response above in [blue](#).

Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at www.opsi.gov.uk where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at www.opsi.gov.uk/advice/psi-regulations/index.htm

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Freedom of Information Office at the address above.

Please remember to quote the reference number, FOI 6003 in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted by:

Post: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Online: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/>

Telephone: 0303 123 1113

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information

