

**Reference Number:** FOI/2019/044  
**From:** Private Individual  
**Date:** 30 January 2019  
**Subject:** Secretarial support

**Q1** Over the past three years, has your trust had to hire outsource or hire additional secretarial support to complete and/or process clinical documents? Please detail how many days this additional secretarial support was employed for over each of the past three years? E.g. How many days in 2016? How many days in 2017? How many days in 2018?

**A1** The Trust has utilised additional secretarial support over the past three years. The data provided relates to April 2016 to December 2018. The Trust is unable to provide a breakdown of support utilised specifically for processing clinical documents accurately as a number as the number of hours is not quantifiable of what time was utilised for 'completing and processing clinical documents' or any other administrative duties. The resource has been put in place to support sickness and annual leave. The data provided is based on Band 4 Medical Secretary roles which have responsibility for document transcription.

2016 426.75 Hours  
 2017 1248.17 Hours  
 2018 24.5 Hours

**Q2** If additional secretarial support was employed, how much did this additional secretarial support cost? Please break down the cost of the past three years, i.e. total cost for 2016, total cost for 2017, total cost for 2018.

**A2** The Trust total spend on additional administrative and secretarial support is as below. Please note that the costs are not directly correlated to the data provided for A1 above. The data is not broken down separately therefore we are providing total administrative and secretarial spend for this element of the response:

000's £			
	15/16	16/17	17/18
Bank	17.6	6.4	34.1
Agency	90.7	36.8	2.8