

Reference Number: FOI202324/340
From: Private Individual
Date: 25 October 2023
Subject: Internal Referrals, Waiting Lists, Admin Functions

Q1 Do you have a centralised patient administrative service within your Trust?

A1 Yes, for new patient appointments to consultant led services.

Q2 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).

A2 Not applicable as per A1.

Q3 What are the activities delivered by that centralised administrative service (e.g. referrals, bed management)? Please provide a complete list.

A3 Referral management from point of referral to first appointment.

Q4 What percentage of referrals (i.e. RTTs) are managed by that central administrative? Please provide an accurate estimate.

A4 100%

Q5 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.

A5 Current team structure:
x1 band 5 team leader,
x1 band 4 ERS lead,
x9 band 3 booking clerks,
x3 band 2 telephone hub clerks

	19/20	20/21	21/22	22/23	23/24
Total Budget per year	316,600	333,083	386,060	425,667	526,387