NHS

**The Clatterbridge
Cancer Centre**

NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 28 February 2020

Re: Freedom of Information Request
Ref: 42 - 2020

Thank you for your email dated the 3rd February 2020, requesting information relating to outpatient services.

The information that you require is as follows:

1. **How many booking centres or teams does the Trust have?**

    Our Trust has four main booking teams.

2. **How many staff work in the booking centre?**

    Our centralised Access Team consists of 33 staff.

3. **How many outpatient appointments were booked per year over the last 2 years?**

    Please see the table below

4. **What was the number of DNA's in outpatients per year over the last 2 years?**

    Please see the table below

Description	Count of booked appointments	DNA(national code 3)
Diagnostic Imaging	43492	107
Allied Health Professional	31317	1312
Nurse Led Clinic	4428	353
Chemotherapy	145889	1950

Delivered/Deferred		
Floor Clinic	22300	251
Consultant Led Clinic	237605	12922
System Generated	1030	9
Dentist	910	48
Diagnostic Imaging Direct Access	278	0
Ward Attender	1890	17
Radiotherapy (Treatment & Planning)	192307	172
Telephone Appointment	55685	1263
Cyclotron	3179	9
Outpatient Procedure	51105	1519
TOTAL	**791415**	**19932**

5. **How many outpatient letters did the Trust send per year over the last 2 years?**

   110,400 approximately

6. **What did the Trust spend on RTT fines per year over the last 2 years?**

   Nil

7. **What patient booking system does the Trust use if any?**

   Our Trust uses Meditech.

8. **How much did the Trust spend on Patient communications i.e. Text and SMS last year?**

   N/A

9. **How much did the Trust spend on postage per year over the last 2 years?**

   Trust spend is as follows:

   18/19 = £207.5k

   19/20 M1-10 = £176.2k

10. **What software does the Trust use for booking or managing appointments?**

   Our Trust uses Meditech

11. **What does the Trust spend per year on patient booking software?**

   Unfortunately we are unable to provide this information. The Trust has procured and implemented a fully integrated Electronic Patient Record (EPR) solution called Meditech. Meditech provides operational, clinical and non-clinical functionality as part of its software package.

   The hospital appointment booking solution is provided as part of this larger EPR solution and therefore we are unable to provide costs for individual modules/functionality.

12. **How many FTE's does the Trust employ in admin roles per year over the last 2 years?**

   Employment figures are as follows:

   31.03.2018 = 415.45
   31.03.2019 = 423.83

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and 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: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

https://www.surveymonkey.co.uk/r/H39RFMM