

Ref: FOI/GS/ID 5995

**Please reply to:**  
FOI Administrator  
Trust Management  
Maidstone Hospital  
Hermitage Lane  
Maidstone, Kent  
ME16 9QQ  
Email: mtw-tr.foiadmin@nhs.net

19 March 2020

### **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Outpatients Services.

*You asked:*

- 1. How many booking centres or teams does the Trust have?*
- 2. How many staff work in the booking centre?*
- 3. How many outpatient appointments were booked per year over the last 2 years?*
- 4. What was the number of DNA's in outpatients per year over the last 2 years?*
- 5. How many outpatient letters did the Trust send per year over the last 2 years?*
- 6. What did the Trust spend on RTT fines per year over the last 2 years?*
- 7. What patient booking system does the Trust use if any?*
- 8. How much did the Trust spend on Patient communications i.e. Text and SMS last year?*
- 9. How much did the Trust spend on postage per year over the last 2 years?*
- 10. What software does the Trust use for booking or managing appointments?*
- 11. What does the Trust spend per year on patient booking software?*
- 12. How many FTE's does the Trust employ in admin roles per year over the last 2 years?*

Trust response:

1. & 2. This information is not held centrally. The booking centres are spread all around the Trust and are managed by the respective directorates and departments. In order to gather this information we would need to contact every department within the Trust. The Trust has estimated that it will cost more than the appropriate limit to consider your request. The appropriate limit is specified in regulations and represents the estimated cost of one person spending 3½ working days in determining whether the Trust holds the

information, locating, retrieving and extracting the information. Under Section 12 of the Freedom of Information Act 2000 the Trust is not obliged to comply with your request and we will not be processing your request further.

3, & 4.

	19/20	18/19
<b>Outpatient Appointments</b>	519758	556442
<b>DNA</b>	25744	33432
<b>DNA % of Appointments</b>	5%	6%

5.

2018 = 308,084 (from 26 June 2018 to 31 Dec)

2019 = 645,817 (whole year)

2020 = 92,777 (to 14 Feb)

6. Fines £0 in both years

7. Allscripts, Tomcat, RIS, Lillie, Symphony

8. The Trust is applying Section 43(2) FOIA which provides an exemption from disclosure of information which would or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). This is a qualified exemption, and is therefore subject to the public interest test.

The Trust believes that the information requested contains details which would be likely to damage the companies ability to win new business opportunities for their services and to perform them within a commercially competitive market.

The Trust has concluded that the public interest in maintaining the exemption, and therefore protecting the commercial interests of the suppliers and preserving its ability to compete fairly in a commercial market, outweighs the public interest in disclosure in this case.

#### Supplier Transactions

All NHS bodies are required to publish details of individual invoices and transactions that are over £25,000. This is in response to guidance from HM Treasury which sets out the scope of the data. Details can be found on our website using the following link: [www.mtw.nhs.uk/about-us/our-quality-story/finance/](http://www.mtw.nhs.uk/about-us/our-quality-story/finance/)

9. Postage spend in 2017/18 - £688945, 2018/19 - £780559

10. Allscripts, Tomcat, RIS, Lillie, Symphony

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12. (Contracted) Admin FTEs 2017/18 - 963 ftes, 2018/19 1010 ftes