

Ref: FOI/GS/ID 7911

**Please reply to:**  
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17 March 2023

## **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 outpatient activity.

*You asked:*

1. *How many new outpatients did your trust see in 2022?*
2. *How many follow up outpatients did your trust see in 2022?*
3. *What was your did not attend number (DNA) for 2022?*
4. *What is your target DNA rate?*
5. *What number of new patients did you see virtually in 2022?*
6. *What number of follow up patients did you see virtually in 2022?*
7. *How many patients did you discharge at first outpatient appointment in 2022?*
8. *Do you use 100% electronic notes in outpatients (Y/N)?*
9. *What electronic system does your hospital use eg. CERNER, Bluespeer, EDM etc?*
10. *Do you have a patient portal, if so what is its name?*
11. *Do you have a senior responsible officer for outpatients (Y/N)?*
12. *Do you have a clinical director for outpatients (Y/N)?*
13. *How many outpatient general managers do you have (number, band, WTE)?*
14. *How many outpatient assistant general managers do you have (number, band, WTE)?*
15. *Do you have a manager for the electronic referral service, eRS (Y/N, number, band, WTE)?*
16. *When did you start your outpatient transformation project (day, month, year)?*
17. *Do you have a dedicated outpatient transformation director or manager for outpatients (title, band, WTE)?*
18. *How many outpatient transformation project managers do you have (number, band, WTE)?*

19. When did you go live with patient initiated follow up, PIFU (day, month, year)?
20. When did you go live with Advice and Refer, A&R (day, month, year)?
21. Is phlebotomy managed by outpatients (Y/N)?
22. If yes, what is your phlebotomy establishment (number, band, WTE)?
23. What is your total number of phlebotomy outpatient episodes for 2022?
24. What is your total number of phlebotomy inpatient episodes for 2022?
25. How many outpatient sites does phlebotomy cover
26. How many inpatient areas (wards) does phlebotomy cover
27. Do you have a generic contact email for the outpatient clinical lead or general manager?
28. The name of your trust or hospital

Trust response:

Please see the following table which is also attached to this email.

Outpatients questions	answers
How many <b>new</b> outpatients did your trust see in 2022	278,896
How many <b>follow up</b> outpatients did your trust see in 2022	355,188
What was your <b>did not attend</b> number (DNA) for 2022	50,277
What is your <b>target DNA rate</b>	5%
What number of <b>new patients</b> did you see <b>virtually</b> in 2022	43,950
What number of <b>follow up</b> patients did you see <b>virtually</b> in 2022	77,992
How many patients did you <b>discharge at first outpatient appointment</b> in 2022	108,331
Do you use 100% <b>electronic notes</b> in outpatients (Y/N)	No
What <b>electronic system</b> does your hospital use eg CERNER, Bluespeer, EDM etc	Allscripts Pas
Do you have a <b>patient portal</b> , if so what is its name	No
Do you have a <b>senior responsible officer</b> for outpatients (Y/N)	No
Do you have a <b>clinical director for outpatients</b> (Y/N)	Yes
How many outpatient <b>general managers</b> do you have (number, band, WTE)	1.00 WTE 8b
How many outpatient <b>assistant general managers</b> do you have (number, band, WTE)	2.0 WTE 7
Do you have a manager for the electronic referral service, eRS (Y/N, number, band, WTE)	Yes
When did you start your <b>outpatient transformation project</b> (day, month, year)	N/A
Do you have a dedicated <b>outpatient transformation director or manager</b> for outpatients (title, band, WTE)	No
How many outpatient transformation <b>project managers</b> do you have (number, band, WTE)	N/A
When did you go live with <b>patient initiated follow up, PIFU</b> (day, month, year)	Aug-21
When did you go live with <b>Advice and Refer, A&amp;R</b> (day, month, year)	Unable to source the response to this question
Is <b>phlebotomy</b> managed by outpatients (Y/N)	No
if yes, what is your <b>phlebotomy establishment</b> (number, band, WTE)	N/A
what is your total number of phlebotomy <b>outpatient episodes</b> for 2022	57246

what is your total number of phlebotomy <b>inpatient episodes</b> for 2022	61777.3
how many <b>outpatient sites</b> does phlebotomy cover	3
how many <b>inpatient areas</b> (wards) does phlebotomy cover	28

do you have a generic contact email for the <b>outpatient clinical lead or general manager</b>	No
the name of your <b>trust or hospital</b>	Maidstone and Tunbridge Wells NHS Trust