

Ref: FOI/GS/ID 8593

Please reply to:
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31 October 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 a centralised patient administrative service.

You asked:

- 1. Do you have a centralised patient administrative service within your Trust?
Y / N*
- a. 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).*
- 2. What are the activities delivered by that centralised administrative service (e.g. referrals, bed management)? Please provide a complete list.*
- 3. What percentage of referrals (i.e. RTTs) are managed by that central administrative? Please provide an accurate estimate.*
- 4. 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.*

Trust response:

1. No
- a. We have a variety of patient admin services including appointment booking and RTT office which covers letters, supporting consultant teams etc. All remaining questions are not applicable.