



Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board

Information Governance Team
Hafren Ward
Bronllys Hospital
Bronllys
Brecon
Powys LD3 0LY
Email: Powys.FOI@wales.nhs.uk
Tel: 01686 252159/01874 442071

Our ref: IG/FOI/24.R.087

18 March 2024

Sent via email to: [REDACTED]

Dear [REDACTED]

Request under the Freedom of Information Act 2000

I write further to your request for information, which was received on 15 February 2024, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) partly holds the information that you require.

Your Freedom of Information (FOI) Request and Powys Response (Bold):
Can you please provide the following information under the Freedom of information act;

Freedom Of Information Request	Example	Response
Total number of FTE appointment booking staff within the Trust?	28	PTHB does not have dedicated booking posts; staff within individual departments are responsible for booking appointments as part of wider job roles.
Does the trust also have individual departments conducting their own appointment booking?	Yes	Yes
If the Trust does have individual departments conducting their own appointment booking – which departments and how many FTE staff within each	Ophthalmology -3 Orthopaedics - 5	This information is not held centrally.

Pencadlys
Tŷ Glasbury, Ysbyty Bronllys,
Aberhonddu, Powys LD3 0LU
Ffôn: 01874 711661



Headquarters
Glasbury House, Bronllys Hospital
Brecon, Powys LD3 0LU
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Rydym yn croesawu gohebiaeth Gymraeg
Bwrdd Iechyd Addysgu Powys yw enw gweithred Bwrdd Iechyd Lleol
Addysgu Powys



We welcome correspondence in Welsh
Powys Teaching Health Board is the operational name of
Powys Teaching Local Health Board

department book appointments for patients?		
What was the total Number of Appointments booked within the Trust during the previous 12 months?	304,320	The total number of appointments booked between 01/02/23 and 31/01/24 was 238,760.

What was the staff turnover percentage within the appointment bookings team during the previous 12 months?	15.8% staff turnover	Not applicable.
What was the staff turnover percentage within the Trust during the previous 12	11.3%	18.28% January-December 2023

What was the total number of <i>inbound</i> calls to the appointment bookings team during the previous 12 months?	240,750 inbound calls	Not applicable, PTHB does not have a central appointment booking team.
What was the total number of <i>inbound</i> calls to the Trust Switchboard during the previous 12 months?	790,000 inbound calls	Nil response. PTHB does not have a central booking system or main Health Board switchboard.
What was the total number of <i>outbound</i> calls from the appointment bookings team during the previous 12 months?	220,000 outbound calls	Not applicable.
What was the total number of "drop off" calls for the appointment bookings team during the previous 12 months?	58,000 drop offs	Not applicable.
What was the average length of call for the appointment bookings team during the previous 12 months?	3:36 Minutes	Not applicable.
What telephone system does the appointment bookings team utilise?	Cisco	Not applicable. PTHB does not have a central appointments bookings team.

What was the average number of days absence within the Trusts appointment bookings team during the previous 12 months?	6.4 days	Not applicable.
What was the average percentage rate of absence within the Trusts during the previous 12 months?	3.5 days	5.27% January – December 2023.

Under the terms of the Health Board's Freedom of Information procedure, individuals seeking access to recorded information held by the Health Board

are entitled to request an internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request, please contact us directly at the address below or register your complaint via powysfoi.foi@wales.nhs.uk

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 0330 414 6421.

Yours sincerely



Pete Hopgood
Deputy Chief Executive Officer and
Director of Finance, IT & Information Services

Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi.

We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay