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Request for Information Reference: 10.23.80

FOI Direct line: 01325 743700
Email: cdda-tr.cddftfoi@nhs.net

Email only

13th November 2023

Dear

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 25th October 2023 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to Internal Referral Management and I am providing the following information in response to your specific questions:

I am conducting some research on how different trusts manage their internal referrals (i.e. referral to treatment) and waiting lists and was hoping you'd be able to answer the following questions:

1. Do you have a centralised patient administrative service within your Trust?

Y / N

Yes

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).

N/A

2. What are the activities delivered by that centralised administrative service (e.g. referrals, bed management)? Please provide a complete list.

- New referrals, booking new and follow up appointments and clinic management – clinic build
- Waiting list for elective operations

3. What percentage of referrals (i.e. RTTs) are managed by that central administrative? Please provide an accurate estimate.

98%

4. What is the size, structure and budget of that central administrative?

2023-24	2022-23	2021-22	2020-21	2019-20
1,904,344	1,901,562	1,755,759	1,537,754	1,762,212

5. 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.

- 1 x WTE Band 8a, Patient Access Operational Manager
- 1 x WTE Band 4, PA to Patient Access Operational Manager

Central Appointments Department Trust Wide

- 1 x WTE Band 5, Central Appointments Manager
- 3 x WTE Band 4, Central Appointments Co-ordinator
- 1 x WTE Band 4, DOS Co-ordinator
- 36.99 x WTE Band 3, Clerical Officers
- 7 x WTE Band 2, Clerical Officers
- 1 x WTE Band 1, Clerical Officer

Waiting List Department Trust Wide

- 1 x WTE Band 5, Waiting List Manager
- 2 x WTE Band 4, Waiting List Co-ordinators
- 17.87 WTE x Band 3, WTE Clerical Officers

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review,

you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Corporate Records and Freedom of Information Facilitator