

## Freedom of Information Act 2000 disclosure log entry

### Reference

19-20322

### Date sent

18/02/2020

### Subject

HR, Healthcare Systems, Information

### Details of enquiry

1. How many joiners, movers, and leavers do you process per year?
2. How many staff/whole time equivalents manage this process?
3. Do you have an automated system to manage ESR
4. Do you use a single sign on solution across the organisation to manage the accounts?
5. If so which solution do you have?
6. If so, which solution do you have?
7. How many people are in your organisation's data quality team
8. How many staff do you currently employ to undertake RTT validation tasks?
9. How many more permanent or temporary staff are expected to be needed over the next 12 months?
10. How many open RTT pathways do you have currently?
11. Have you audited your coding in the last year?
12. If so, what percentage of the records required re-coding or coding re-validation?
13. How many e-referrals do you process – per month and year?
14. How many ERS bookings are made – per month and year?
15. How many appointment cancellations are processed – per month and year?
16. Do you have an automated process for updating General Practitioner information changes?
17. If not, how are the updates managed and what is the average delay in the updating process? How many whole time equivalent team members process incorrectly delivered

### Response Sent

1. How many joiners, movers, and leavers do you process per year?  
**This data is within the public domain and can be obtained from: <https://digital.nhs.uk/data-and-information/publications/statistical/nhs-workforce-statistics/october-2019>**
2. How many staff/whole time equivalents manage this process?  
**4 WTE**
3. Do you have an automated system to manage ESR  
**No**
4. Do you use a single sign on solution across the organisation to manage the accounts? If so which solution do you have?  
**No**
5. If so, which solution do you have?  
**Not applicable. See our response to 4. above**
6. How many people are in your organisation's data quality team  
**4 WTE**
7. How many staff do you currently employ to undertake RTT validation tasks?

Our contracts, performance and quality teams undertake validation processes for all trust services, it is a small part of all staff roles in these teams.

8. How many more permanent or temporary staff are expected to be needed over the next 12 months?  
There are currently no vacancies in these teams, so nil need for more staff.
9. How many open RTT pathways do you have currently?  
Nearly all of our services report on our referral to treatment pathways. This is further detailed in the Trust's annual reports, which are publicly available and may be reached via the following links: [Tavistock and Portman quality accounts 2017-2018](#) and for 2018/19 please see [Tavistock and Portman annual report and accounts 2018-2019](#)
10. Have you audited your coding in the last year?  
No
11. If so, what percentage of the records required re-coding or coding re-validation?  
Not applicable, see our response to 16 above.
12. How many e-referrals do you process – per month and year?  
E-referrals was recently introduced towards the end of 2018/19, and we do not hold statistics for past years e-referrals.
13. How many ERS bookings are made – per month and year?  
Not applicable. See our response to 12. Above.
14. How many appointment cancellations are processed – per month and year?  
The following table, covering financial year 2018/19 shows cancelled appointments, Trustwide, by month of occurrence.

Year and Month	Number of Patient Appointment Cancellations
2018	
April	1303
May	1724
June	1667
July	1602
Aug	1098
Sept	1280
Oct	1512
Nov	1520
Dec	1112
Year and Month	Number of Patient Appointment Cancellations
2019	
Jan	1501
Feb	1454
March	1465

15. Do you have an automated process for updating General Practitioner information changes?  
Yes
16. If not, how are the updates managed and what is the average delay in the updating process?  
Not applicable. See our response to 15. above

17. How many whole time equivalent team members process incorrectly delivered letters  
Our general office and the relevant clinical admin staff undertake these tasks it is a small part of their roles.