



FOI 2070

Date 10/08/2023

Dear Requester,

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

1. This is a freedom of information request for details on outpatient activity for 2022

Outpatients questions	Answers
How many new outpatients did your trust see in 2022	215439
How many follow up outpatients did your trust see in 2022	496377
What was your did not attend number (DNA) for 2022	88212
What is your target DNA rate	Peer Value is %7.95
What number of new patients did you see virtually in 2022	13707
What number of follow up patients did you see virtually in 2022	30134
How many patients did you discharge at first outpatient appointment in 2022	32038
Do you use 100% electronic notes in outpatients (Y/N)	No
What electronic system does your hospital use eg CERNER, Bluespeer, EDM etc	IPM / Evolve / Medviewer
Do you have a patient portal , if so what is its name	No
Do you have a senior responsible officer for outpatients (Y/N)	Yes
Do you have a clinical director for outpatients (Y/N)	Yes
How many outpatient general managers do you have (number, band, WTE)	0.5WTE Band C / 0.5WTE Band 8B
How many outpatient assistant general managers do you have (number, band, WTE)	1.0WTE Band 8B
Do you have a manager for the electronic referral service, eRS (Y/N, number, band, WTE)	Yes - same person as AGM and 1.0WTE B7
When did you start your outpatient transformation project (day, month, year)	Jan-22
Do you have a dedicated outpatient transformation director or manager for outpatients (title, band, WTE)	No
How many outpatient transformation project managers do you have (number, band, WTE)	1.0WTE



When did you go live with patient initiated follow up, PIFU (day, month, year)	Jan-22
When did you go live with Advice and Refer, A&R (day, month, year)	2007
Is phlebotomy managed by outpatients (Y/N)	No
if yes, what is your phlebotomy establishment (number, band, WTE)	N/A
what is your total number of phlebotomy outpatient episodes for 2022	N/A
what is your total number of phlebotomy inpatient episodes for 2022	N/A
how many outpatient sites does phlebotomy cover	N/A
how many inpatient areas (wards) does phlebotomy cover	N/A

do you have a generic contact email for the outpatient clinical lead or general manager	Section 40 (personal information)
the name of your trust or hospital	Bedfordshire Hospitals NHS Foundation Trust

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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests for internal review should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: dataprotectionofficer@ldh.nhs.uk. This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.org.uk

Yours sincerely,

FOI Officer

Bedfordshire Hospitals NHS Foundation Trust