Ref. No:	FOI2277
Date:	09/01/2026
Subject:	Outpatient Booking Team Call Handling Metrics

REQUEST & RESPONSE

Metric	Response	Notes / Definitions
1. Total inbound calls received by your Outpatient Booking/Appointment Teams (most recent 12-month period of available data.)	140,688	Please provide a total figure for the Trust or per department if reported separately.
2. Percentage of abandoned calls	15%	Definition: An *abandoned call* is one where the caller disconnects before the call is answered by a staff member or before reaching a completed interaction (e.g., leaving the queue or self-service pathway).
3. Average call answer time (ASA)	00:05	Please provide the average time taken to answer calls (e.g., 2 minutes = 02:00 minutes). If multiple departments have different ASAs, please provide each.

4. Categories/reasons for inbound calls received	N/A Please see Section 12 attached	Please list the main call reasons tracked by your systems in the form of a percentage (e.g., appointment booking, rescheduling, cancellations, blood tests, queries, waiting list queries, etc.). If available, please include approximate volumes or percentages for each category.

If the information is held across multiple call centres or systems, please indicate this in the table or provide supplementary detail as needed.